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I used GCash Watch Pay but the merchant didn't receive the payment and or SMS confirmation What should I do {#i-used-gcash-watch-pay-but-the-merchant-didn-t-receive-the-payment-and-or-sms-confirmation-what-should-i-do}

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I used Tap N Pay but the merchant didn't receive the payment and or SMS confirmation What should I do {#i-used-tap-n-pay-but-the-merchant-didn-t-receive-the-payment-and-or-sms-confirmation-what-should-i-do}

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

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

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Contact the Merchant

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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I was charged multiple times after using Scan to Pay QR What do I do {#i-was-charged-multiple-times-after-using-scan-to-pay-qr-what-do-i-do}

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

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

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

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

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

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If you accidentally made multiple purchases

Tips before making a load purchase

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I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet What do I do {#i-withdrew-funds-from-my-gstocks-ph-account-to-my-gcash-wallet-but-they-have-not-been-reflected-yet-what-do-i-do}

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I withdrew money from a game in GLife but it hasn't been reflected in my GCash wallet What do I do {#i-withdrew-money-from-a-game-in-glife-but-it-hasn-t-been-reflected-in-my-gcash-wallet-what-do-i-do}

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

I. Data Subject Details

II. Confirming your Identity

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

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

I. Data Subject Details

II. Confirming your Identity

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

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

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Jobs {#jobs}

Life {#life}

Lifestyle {#lifestyle}

Load {#load}

Load {#load}

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

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Get Help with Load Voucher Promo

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

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

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How to claim A+ rewards vouchers

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

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Mga Benepisyo ng pagiging GPO

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

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Purchase Malayan Insurance Negosyo Insure

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Contact Malayan Insurance

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

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Purchase Malayan Insurance Pet Insure

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Section 2 – Owner’s Liability

Section 3 – Personal Accident

Cancellation

Contact Malayan Insurance

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

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Purchase Malayan Insurance Travel Master with COVID-19

Claims and Cancellation

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Cancellation of Policy

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Manage Your Account {#manage-your-account}

Manage Your App {#manage-your-app}

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

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

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

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

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

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

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

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

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

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

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Hindi ma-open ang Pera Outlet

Na-deactivate ang SIM card o Nagpalit ng SIM card

Alamin ang mga Pera Outlet account status

Manulife Investment Management {#manulife-investment-management}

Manulife Investment Management

Risk Disclosure Statement

Sales Personnel/Wealth Specialist's Signature and Printed Name

Manulife Investment Management {#manulife-investment-management}

Manulife Investment Management

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

Account Name

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

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

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How to claim the voucher

My Buy Order has not been reflected in my GFunds account What do I do {#my-buy-order-has-not-been-reflected-in-my-gfunds-account-what-do-i-do}

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My Buy Order has not been reflected in my GStocks PH account What do I do {#my-buy-order-has-not-been-reflected-in-my-gstocks-ph-account-what-do-i-do}

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When placing a Buy Order, remember to:

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My GCash Card got stuck in the ATM What do I do {#my-gcash-card-got-stuck-in-the-atm-what-do-i-do}

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My GCash Card has been lost or stolen What do I do {#my-gcash-card-has-been-lost-or-stolen-what-do-i-do}

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My GCash Card has not been delivered yet after 10 days What do I do {#my-gcash-card-has-not-been-delivered-yet-after-10-days-what-do-i-do}

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Need more Help?

My GCash Card is not being accepted by a merchant for payment What do I do {#my-gcash-card-is-not-being-accepted-by-a-merchant-for-payment-what-do-i-do}

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My GCash account is on hold How can I access my account {#my-gcash-account-is-on-hold-how-can-i-access-my-account}

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What to Do If Your Account Is on Hold

Need more Help?

My GCash account is still not verified after 3 days What do I do {#my-gcash-account-is-still-not-verified-after-3-days-what-do-i-do}

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My GCash account verification failed What should I do {#my-gcash-account-verification-failed-what-should-i-do}

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My GCash account was charged for an online payment or subscription I don't recognize What should I do {#my-gcash-account-was-charged-for-an-online-payment-or-subscription-i-don-t-recognize-what-should-i-do}

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My GCash bill payment was not posted or confirmed by the biller What do I do {#my-gcash-bill-payment-was-not-posted-or-confirmed-by-the-biller-what-do-i-do}

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My GCash bills payment failed What do I do {#my-gcash-bills-payment-failed-what-do-i-do}

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My GCash payment or transaction was unsuccessful but my wallet was deducted How do I get a refund {#my-gcash-payment-or-transaction-was-unsuccessful-but-my-wallet-was-deducted-how-do-i-get-a-refund}

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My GCash wallet and transaction limits did not increase even after following the steps What do I do {#my-gcash-wallet-and-transaction-limits-did-not-increase-even-after-following-the-steps-what-do-i-do}

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My GCredit was deactivated What do I do {#my-gcredit-was-deactivated-what-do-i-do}

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My GLife voucher is not working What do I do {#my-glife-voucher-is-not-working-what-do-i-do}

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My GSavve Regular Savings dashboard is not loading not updated What do I do {#my-gsavve-regular-savings-dashboard-is-not-loading-not-updated-what-do-i-do}

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My GStocks PH buy or sell order was rejected What do I do {#my-gstocks-ph-buy-or-sell-order-was-rejected-what-do-i-do}

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My QR code is expired or invalid when using RCBC Scan to Withdraw What should I do {#my-qr-code-is-expired-or-invalid-when-using-rcbc-scan-to-withdraw-what-should-i-do}

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My Sell Order has not been reflected in my GFunds account What do I do {#my-sell-order-has-not-been-reflected-in-my-gfunds-account-what-do-i-do}

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My Sell Order has not been reflected in my GStocks PH Wallet What do I do {#my-sell-order-has-not-been-reflected-in-my-gstocks-ph-wallet-what-do-i-do}

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My crypto transaction has not been reflected in my GCrypto Wallet What do I do {#my-crypto-transaction-has-not-been-reflected-in-my-gcrypto-wallet-what-do-i-do}

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My e voucher code from A Rewards is not working What do I do {#my-e-voucher-code-from-a-rewards-is-not-working-what-do-i-do}

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My front camera is broken How can I use GCash {#my-front-camera-is-broken-how-can-i-use-gcash}

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My online subscription or GCash payment did not reflect What should I do {#my-online-subscription-or-gcash-payment-did-not-reflect-what-should-i-do}

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My phone got damaged or broken and I can't access GCash What do I do {#my-phone-got-damaged-or-broken-and-i-can-t-access-gcash-what-do-i-do}

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MySaveUp by BPI {#mysaveup-by-bpi}

Need help? {#need-help?}

Need help?

Browse the Help Center

Chat with Gigi

Call our Hotline

Need help? {#need-help?}

Need help?

Browse the Help Center

Chat with Gigi

Call our Hotline

Nominate Authorized Representatives for your business {#nominate-authorized-representatives-for-your-business}

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Types of authorized representatives

Nominate authorized representatives

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Official GCash Pera Outlet Distributors {#official-gcash-pera-outlet-distributors}

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Official GCash for Business MSME Distributors {#official-gcash-for-business-msme-distributors}

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Oona Big 3 Critical Illness Insurance {#oona-big-3-critical-illness-insurance}

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Eligibility

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Purchase Oona Big 3 Critical Illness Insurance

Cancellation and Claims

Contact Oona

Oona Infinity Travel Insurance {#oona-infinity-travel-insurance}

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Oona Smart Flight Delay {#oona-smart-flight-delay}

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PGA Sompo Online Shopping Insurance {#pga-sompo-online-shopping-insurance}

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Paano gamitin ang mga services ng GCash Pera Outlet {#paano-gamitin-ang-mga-services-ng-gcash-pera-outlet}

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Paano mag fund in sa GPO Wallet {#paano-mag-fund-in-sa-gpo-wallet}

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Dagdag Pondo

Distributor Fund-in

Summary of Fund-in Charges/Fees

Paano mag troubleshoot ng GCash App issues {#paano-mag-troubleshoot-ng-gcash-app-issues}

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Paano makahanap ng Authorized GCash Pera Outlet {#paano-makahanap-ng-authorized-gcash-pera-outlet}

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Parang na scam ako sa GCash Ano ang dapat gawin {#parang-na-scam-ako-sa-gcash-ano-ang-dapat-gawin}

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What happens after I report the scam?

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Pay {#pay}

Pay Bills {#pay-bills}

Pay Online {#pay-online}
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Pay your GGives dues {#pay-your-ggives-dues}
Pay your GLoan {#pay-your-gloan}
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Bilhin ang Pioneer Balik Manggagawa Policy

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Point of Contact {#point-of-contact}

Point of Contact

PowerPay Plus via GCashBiz {#powerpay-plus-via-gcashbiz}

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Features of PowerPay+

How to apply

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Privacy Choices Dashboard {#privacy-choices-dashboard}

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Where can I find the Privacy Choices Dashboard?

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Promos {#promos}

Property {#property}

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

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

Articles in this section

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Packages and Benefits

Basic Package*

Full Package*

Accidental Death and Disablement Benefit

Eligibility

Purchase Pru Life UK PruPersonal Accident

View Policy Contract

Beneficiary

Renewal, Claims, and Cancellation

Renewal

Claims

Cancellation

Contact Pru Life

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

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Packages and Benefits

Basic Package

Full Package

Eligibility

Purchase Pru Life UK PruPersonal Accident-Junior Protect

Beneficiary

Link Policy to Pulse App

View Policy Contract

Cancellation and Claims

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

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Eligibility to use Hustle

How to Use Hustle

How to withdraw earned money from Hustle

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

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

SUBJECT

TO

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

REVENUE MEMORANDUM CIRCULAR NO. _55-ZO2

TO

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

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GSave

GInvest

GCrypto

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

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Riders Drivers {#riders-drivers}

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

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What is the SIM Registration Act?

Until when can I register my SIM?

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

I received an email that my GCash will be restricted due to the SIM

Registration Act and is directing me to input my details. What should I do?

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

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

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

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

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

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

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

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

NOTARY PUBLIC

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

Received by:

Sari Sari Store {#sari-sari-store}

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

Send {#send}

Send {#send}

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

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

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

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Ship Deliver {#ship-deliver}

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

Signature over Printed Name

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

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Packages

Conditions Covered

Conditions Not Covered

Purchase Singlife 100 in 1 Medical Plan

Claims and Cancellation

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File a Claim

Cancellation

Contact Singlife

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

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Coverage included under the Confinement Allowance Benefit and Severe

Cases Benefit

Coverage under Accidental Disability and Death

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Claims
Accredited Hospitals
Contact Singlife
Singlife Cash for Funeral Costs {#singlife-cash-for-funeral-costs}
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Purchase Singlife Cash for Funeral Costs
Claims and Cancellation
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Singlife Cash for Goals {#singlife-cash-for-goals}
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Purchase Singlife Cash for Goals
Payment
Claims, Withdrawals, and Cancellations
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Withdrawals
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Contact Singlife
Singlife Cash for Goals Education {#singlife-cash-for-goals-education}
Articles in this section
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Singlife PH Dynamic Allocation Fund
Purchase Singlife Cash for Goals (Education)
Payment
Claims
Withdrawal
Withdraw your Money
Withdrawal Limits
Contact Singlife
Singlife Cash for Income Loss due to Accidents {#singlife-cash-for-income-loss-due-to-accidents}
Articles in this section
Promoted articles
Coverage
Accidents covered by this product
Accidents NOT covered by this product
Eligibility
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Purchase Cash for Income Loss (Accidents)
Payment
Beneficiaries
Claims and Cancellation
Claims
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Singlife Cash for Income Loss due to Any Cause {#singlife-cash-for-income-loss-due-to-any-cause}

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Eligibility

Benefits

Beneficiaries

Disability Benefit

Expanded Accident Coverage

Death Benefit

Purchase Singlife Cash for Income Loss due to Any Cause

Payment

Claims and Cancellation

Claims

Cancellation

Contact Singlife

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

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April, 2021

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Jan, 2021

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Quick start

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Quick start

Mini program development overview

Prerequisite

Develop & Debug in IDE

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Real-time analysis

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Register Mini Program {#register-mini-program}

Register Mini Program

App(Object)

Object Parameter Description

onLaunch/onShow Options Parameter Description

onHide()

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Register Mini Program {#register-mini-program}

Register Mini Program

App(Object)

Object Parameter Description

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Global Data

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Release Custom Component {#release-custom-component}

Release Custom Component {#release-custom-component}

Release Custom Component

Customized Component Directory Recommended for Publishing

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Release Mini Program {#release-mini-program}

Release Mini Program

Create Mini Program

Add Member in Mini Program

Log into IDE

Preview

Upload
Submit for Reviewing
Release Mini Program
Release Mini Program {#release-mini-program}

Release Mini Program
Create Mini Program
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Release mini programs {#release-mini-programs}

Release mini programs

Procedures

- Step 1: Version created
 - The current app
 - Target apps
- Step 2: Under review
- Step 3: Pilot testing
- Step 4: Grayscale release (Optional)
- Step 5: Final release

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- Remote Debugging {#remote-debugging}

Remote Debugging

- Remote Debugging {#remote-debugging}

Remote Debugging

- Remove mini programs {#remove-mini-programs}

Remove mini programs

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- Step 1: Navigate to mini program list
- Step 2: Remove a mini program

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SearchBar

- Sample Code
- Attributes

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SelectorQuery Overview

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- SelectorQuery.boundingClientRect {#selectorqueryboundingclientrect}

SelectorQuery.boundingClientRect

- SelectorQuery.exec {#selectorqueryexec}

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- SelectorQuery.select {#selectorqueryselect}

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Suggestions on Performance Optimization
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SwipeAction

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TabBar FAQ {#tabbar-faq}

TabBar FAQ

Supported Function FAQ

Q: Does the page of tab bar support redirecting with parameters?

Q: Does the location of tab bar support to be set to the top?

Q: How to monitor tab bar tapping event?

Q: Does the icon of tab bar support SVG format?

Q: How to set the style of tab bar?

Exception Requests FAQ

Q: What to do if "Cannot read property getCurrentPages of undefined" is reported when switching the tab bar?

Q: Why tab bar is not displayed after the page is redirected?

Q: How to obtain the upper page path after entering the page of tab bar?

TabBar FAQ {#tabbar-faq}

TabBar FAQ

Supported Function FAQ

Q: Does the page of tab bar support redirecting with parameters?

Q: Does the location of tab bar support to be set to the top?

Q: How to monitor tab bar tapping event?

Q: Does the icon of tab bar support SVG format?

Q: How to set the style of tab bar?

Exception Requests FAQ

Q: What to do if "Cannot read property getCurrentPages of undefined" is reported when switching the tab bar?

Q: Why tab bar is not displayed after the page is redirected?

Q: How to obtain the upper page path after entering the page of tab bar?

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Tabs

Tabs

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.axml

.js

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Use Template

Template Action Scope

Template {#template}

Template

Define Template

Use Template

Template Action Scope

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Template and Style

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    Upload
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Try Mini Program Demo
Download Mini Program Studio
Try Your First Mini Program
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Try Mini Program Demo
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Two-factor authentication {#two-factor-authentication}

Two-factor authentication
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 Upload mini programs

Procedures

Step 1: Download the IDE

Step 2: Upload a version

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Use Custom Component {#use-custom-component}

Use Custom Component

Use Custom Component

Citing Custom Component:

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Use Custom Component {#use-custom-component}

Use Custom Component

Use Custom Component

Citing Custom Component:

Reference Information

Use OrderStr to pay {#use-orderstr-to-pay}

Use OrderStr to pay

General online payment

User experience

Procedures

Payment process

Pre-authorization payment

User experience

Procedures

Payment process

Sample code

Use OrderStr to pay in Mini Program {#use-orderstr-to-pay-in-mini-program}

Use OrderStr to pay in Mini Program

General payment

User experience

Procedures

Payment process

Pre-authorization payment

User experience

Procedures

Payment process

Sample code

Use PaymentUrl to Pay in Mini Program {#use-paymenturl-to-pay-in-mini-program}

Use PaymentUrl to Pay in Mini Program

User experience

Procedures

Payment process

Sample code

Use PaymentUrl to pay {#use-paymenturl-to-pay}

Use PaymentUrl to pay

User experience

Procedures

Payment process

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Use Ref to Get Component Instance

Sample Code:

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Use Ref to Get Component Instance

Sample Code:

Use TradeNO to pay {#use-tradeno-to-pay}

Use TradeNO to pay

- User experience
- Procedures
- Payment process
- Sample code

Use TradeNO to pay in Mini Program {#use-tradeno-to-pay-in-mini-program}

Use TradeNO to pay in Mini Program

- User experience
- Procedures
- Payment process
- Sample code
- User authorization {#user-authorization}

User authorization

- Terminology
- Scope list
- Access guidelines
 - Access process
 - Obtain authCode
 - Obtain accessToken
 - Call the server OpenAPI

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User authorization {#user-authorization}

User authorization

- Product Description
- Terminology
- Related products

Scopes List

Access Guidelines

- Access Process
- App Obtains Authcode
- Server Obtains Access Token
- Call The Server Business API

API List

QA

- Question: Why should developers must use my.getAuthCode API?
- Question: Why is it not allowed to use the user authorization API on the first screen of the Mini Program?
- Question: Can the userId be obtained through the user authorization API?

User information capability {#user-information-capability}

User information capability

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Interaction process

- Silence mode
- User consent mode

API list

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- User permission requests {#user-permission-requests}

User permission requests

Device information

User information

Design principles

Applicable scenarios

- Granting permissions is required
- Granting permissions is not required
- Options to ignore permission request or reverse decision
- Request permissions to link the wallet and merchant accounts

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- Bottom sheet
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VTabs {#vtabs}

VTabs

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Verify Code

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Video Tutorial: Getting Started with Mini Programs

Manage mini programs

Video Tutorial: Getting Started with Mini Programs {#video-tutorial:-getting-started-with-mini-programs}

Video Tutorial: Getting Started with Mini Programs

Manage mini programs

Wallet onboarding {#wallet-onboarding}

Wallet onboarding

Onboarding checklist

Next steps

Contact us

What's New {#what's-new}

What's New

2021.4.27

Enhanced features

2021.4.14

Enhanced features

Deleted features

Workflow procedures {#workflow-procedures}

Workflow procedures

Apply for an Account

Logging in

Create a Tenant Workspace

Step 1 Provide the information of your organization

Step 2 Be patient

Step 3 Your Tenant Workspace is generated

Invite members and set roles

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- Developer workspace
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 - api/event/onappshow {#api/event/onappshow}
 - api/ui/feedback/confirm {#api/ui/feedback/confirm}
 - api/ui/navigationbar/hidenavigationbarloading {#api/ui/navigationbar/hidenavigationbarloading}
 - app-container {#app-container}
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button

- The Valid Value of open-type
- The Valid Value of Scope
- Screenshot
- Sample Code
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button

- The Valid Value of open-type
- The Valid Value of Scope
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canvas

- Screenshot
- Sample Code
- canvas {#canvas}

canvas

- Screenshot
- Sample Code
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- checkbox-group
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form

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getApp
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getCurrentPages
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    getCurrentPages {#getcurrentpages}
getCurrentPages
FAQ
    icon {#icon}
icon
Screenshot
Sample Code
icon {#icon}
icon
Screenshot
Sample Code
image {#image}
image
Mode
Screenshot
Sample Code
image {#image}
image
Mode
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Sample Code
input {#input}
input
Note (For iOS):
Screenshot
Sample Code
input {#input}
input
Note (For iOS):
Screenshot
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 onChange return value detail.source
 my.SDKVersion {#mysdkversion}
my.SDKVersion
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 my.SDKVersion {#mysdkversion}
my.SDKVersion
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 my.addPhoneContact {#myaddphonecontact}
my.addPhoneContact
 Sample Code
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 Return Value
 my.addPhoneContact {#myaddphonecontact}
my.addPhoneContact
 Sample Code
 Parameters
 Return Value
 my.alert {#myalert}
my.alert
 Sample Code
 Parameters
 my.alert {#myalert}
my.alert
 Sample Code
 Parameters
 my.canIUse {#mycaniuse}
my.canIUse
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my.canIUse {#mycaniuse}
my.canIUse
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  my.chooseFileFromDisk {#mychoosefilefromdisk}
my.chooseFileFromDisk
  Sample code
  Parameters
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    Failure callback function
  Error codes
  File size limit
  my.chooseFileFromDisk {#mychoosefilefromdisk}
my.chooseFileFromDisk
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  Parameters
    Success callback function
    Failure callback function
  Error codes
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  my.chooseImage {#mychooseimage}
my.chooseImage
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  Parameters
    Success Callback Function
    Error Code
    my.chooseImage {#mychooseimage}
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  Sample Code
  Parameters
    Success Callback Function
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    my.chooseLocation {#mychooselocation}
my.chooseLocation
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  my.chooseLocation {#mychooselocation}
my.chooseLocation
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  Success Callback Function
  my.choosePhoneContact {#mychoosephonecontact}
my.choosePhoneContact
  Sample Code
  Parameters
    Success Callback Function
    Error Code
    my.choosePhoneContact {#mychoosephonecontact}
my.choosePhoneContact
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    my.clearStorage {#myclearstorage}
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my.clearStorage
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    my.clearStorage {#myclearstorage}
my.clearStorage
  Sample Code
    my.clearStorageSync {#myclearstoragesync}
my.clearStorageSync
  Sample Code
    my.clearStorageSync {#myclearstoragesync}
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    my.closeBluetoothAdapter {#myclosebluetoothadapter}
my.closeBluetoothAdapter
  Code Sample
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      my.closeBluetoothAdapter {#myclosebluetoothadapter}
my.closeBluetoothAdapter
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      my.closeSocket {#myclosesocket}
my.closeSocket
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    Parameters
      my.closeSocket {#myclosesocket}
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    Parameters
      my.compressImage {#mycompressimage}
my.compressImage
  Parameters
    Success callback function
    Error code
      my.compressImage {#mycompressimage}
my.compressImage
  Parameters
    Success callback function
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      my.confirm {#myconfirm}
my.confirm
  Sample Code
    Parameters
      Success Callback Function
        my.connectBLEDevice {#myconnectbledevice}
my.connectBLEDevice
  Sample Code
    Parameters
      my.connectBLEDevice {#myconnectbledevice}
my.connectBLEDevice
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      my.connectSocket {#myconnectsocket}
my.connectSocket
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my.connectSocket {#myconnectsocket}
my.connectSocket
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my.createAnimation {#mycreateanimation}
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my.createCanvasContext
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my.createCanvasContext {#mycreatecanvascontext}
my.createCanvasContext
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my.createMapContext {#mycreatemapcontext}
my.createMapContext
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my.createSelectorQuery {#mycreateselectorquery}
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my.createSelectorQuery (UI/Selector-Query) {#mycreateselectorquery-ui/selector-
query}
my.createWebViewContext {#mycreatewebviewcontext}
my.createWebViewContext
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    Return Value
        my.createWebViewContext {#mycreatewebviewcontext}
my.createWebViewContext
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    Return Value
        my.datePicker {#mydatepicker}
my.datePicker
    Sample code
    Parameters
        Success callback function
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        my.datePicker {#mydatepicker}
my.datePicker
    Sample code
    Parameters
        Success callback function
        Error Code
        my.disconnectBLEDevice {#mydisconnectbledevice}
my.disconnectBLEDevice
    Sample Code
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        my.disconnectBLEDevice {#mydisconnectbledevice}
my.disconnectBLEDevice
    Sample Code
    Parameters
        my.downloadFile {#mydownloadfile}
my.downloadFile
    Sample Code
    Parameters
        Success Callback Function
        Error Code
        my.downloadFile {#mydownloadfile}
my.downloadFile
    Sample Code
    Parameters
        Success Callback Function
        Error Code
        my.getappIdSync {#mygetappidsync}
my.getAppIdSync
    Sample Code
    Return Value
        my.getappIdSync {#mygetappidsync}
my.getAppIdSync
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        my.getAuthCode {#mygetauthcode}
my.getAuthCode
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my.getAuthCode
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 Scopes description
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 my.getBLEDeviceCharacteristics {#mygetbledevicecharacteristics}
my.getBLEDeviceCharacteristics
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 my.getBLEDeviceCharacteristics {#mygetbledevicecharacteristics}
my.getBLEDeviceCharacteristics
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 my.getBLEDeviceServices {#mygetbledevicesservices}
my.getBLEDeviceServices
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 my.getBatteryInfo {#mygetbatteryinfo}
my.getBatteryInfo
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my.getBatteryInfoSync
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my.getBatteryInfoSync
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my.getBluetoothAdapterState
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my.getBluetoothAdapterState
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my.getBluetoothDevices {#mygetbluetoothdevices}
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    my.getBluetoothDevices {#mygetbluetoothdevices}
my.getBluetoothDevices
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    my.getClipboard {#mygetclipboard}
my.getClipboard
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Parameters
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    my.getClipboard {#mygetclipboard}
my.getClipboard
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    my.getConnectedBluetoothDevices {#mygetconnectedbluetoothdevices}
my.getConnectedBluetoothDevices
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Parameters
    my.getConnectedBluetoothDevices {#mygetconnectedbluetoothdevices}
my.getConnectedBluetoothDevices
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Parameters
    my.getFileInfo {#mygetfileinfo}
my.getFileInfo
Sample Code
Parameters
    Success Callback Function
    my.getFileInfo {#mygetfileinfo}
my.getFileInfo
Sample Code
Parameters
    Success Callback Function
    my.getImageInfo {#mygetimageinfo}
my.getImageInfo
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    my.getImageInfo {#mygetimageinfo}
my.getImageInfo
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    my.getLocation {#mygetlocation}
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        Success Callback Function
    Error Code
    my.getLocation {#mygetlocation}
my.getLocation
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    my.getNetworkType {#mygetnetworktype}
my.getNetworkType
    Sample Code
    Parameters
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    my.getNetworkType {#mygetnetworktype}
my.getNetworkType
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my.getRunScene
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    my.getRunScene {#mygetrunscene}
my.getRunScene
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    my.getSavedFileInfo {#mygetsavedfileinfo}
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    Sample Code
    Parameters
        Success Callback Function
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    Success Callback Function
    my.getSavedFileList {#mygetsavedfilelist}
my.getSavedFileList
  Sample Code
  Parameters
    Success Callback Function
    File Object Attribute
    my.getSavedFileList {#mygetsavedfilelist}
my.getSavedFileList
  Sample Code
  Parameters
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    my.getScreenBrightness {#mygetscreenbrightness}
my.getScreenBrightness
  Sample Code
  Parameters
    my.getScreenBrightness {#mygetscreenbrightness}
my.getScreenBrightness
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  Parameters
    my.getScreenOrientation {#mygetscreenorientation}
my.getScreenOrientation
  Sample code
  Parameters
    Success callback function
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    my.getServerTime {#mygetservertime}
my.getServerTime
  Sample Code
  Parameters
    Success Callback Function
    my.getServerTime {#mygetservertime}
my.getServerTime
  Sample Code
  Parameters
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    my.getSetting {#mygetsetting}
my.getSetting
  Sample Code
  Parameters
    Success callback function
    Return Value Sample
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    my.getSetting {#mygetsetting}
my.getSetting
  Sample Code
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    Success callback function
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my.getSiteInfo {#mygetsiteinfo}
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- I canceled my Borrow Load transaction but it still pushed through What do I do
- I cannot link my bank to GCash What do I do
- I cannot proceed with my online subscription or GCash payment What should I do
- I cashed in an over the counter store or a machine but I didn't receive the money What do I do
- I cashed in to the wrong GCash account What can I do
- I cashed in using international remittance but I didn't receive the money What do I do
- I deposited money into a game on GLife but now I can't open it What should I do
- I did not receive my OTP for my GCash transaction login
- I did not receive my top up after using Bills What do I do
- I didn't receive a verification code for my GCrypto order What do I do
- I didn't receive green energy points in GForest after my GCash transaction What do I do
- I didn't receive my telco or non telco load What do I do
- I don't have accepted IDs for GCash verification What do I do
- I don't want to receive SMS of GCash offers and promos
- I entered incorrect details in my GCash online payment or subscription What should I do
- I entered the wrong details when paying my bills with GCash What do I do
- I forgot my GCash MPIN
- I have a concern with GCash Borrow Load What do I do
- I have a concern with GCredit's partner collection agencies What should I do
- I have a concern with GGives partner collection agencies What should I do
- I have a concern with GLoan's partner collection agencies What should I do
- I have a problem with my SoundPay device What do I do
- I have a problem with my order or service from my online subscription or GCash payment What should I do
- I lost the SIM or phone where my GCash account is registered
- I'm experiencing issues with Cashback by Findshare What do I do
- I'm having issues with using my ePhil ID Paper type or Digital National ID to verify my GCash account
- I'm trying to create a GCash account but it's asking for an MPIN What should I do
- I made a deposit to my GSavve account but it still has not been credited to my account What do I do
- I made a withdrawal from my GSavve account but it still has not been credited to my GCash wallet What do I do
- I noticed unauthorized transactions in my GCash account What do I do
- I paid using my GCash Card but it's not reflecting yet What should I do
- I received the wrong or incomplete load credit What do I do
- I see an error Your device has modified phone settings How can I log in
- I see an error Your device is jailbroken or rooted How can I log in
- I sent money from my GCash to another GCash account but the recipient didn't receive it What should I do
- I sent money to the wrong GCash account or number via Express Send What should I do
- I still haven't received my GGives interest cashback after 14 days What should I do
- I still haven't received my GLoan interest cashback after 14 days What should I do
- I think I was scammed What do I do
- I topped up my GCrypto wallet but it has not been reflected yet What do I do
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- I transferred money or cashed in from a bank or e wallet but I didn't receive the money What do I do
- I uninstalled/reinstalled GCash or reset my registered phone
- I used GCash Watch Pay but the merchant didn't receive the payment and/or SMS confirmation What should I do
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- I've exceeded my Express Send transaction limit in GCash What do I do
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- I want to upgrade to CIMB Grow but the app says I am not eligible What do I have to do to become eligible
- I want to use GCash on another phone or device
- I was Fully Verified why was my GCash account downgraded to a basic account
- I was charged a penalty or additional fee even though I paid my GCredit on time What do I do
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- I. Data Subject Details
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GCash Help Center

Untitled Document {#untitled-document}

Source: https://help.gcash.com/hc/en-us/article_attachments/39566157279641

UNOready GCash by UNO Bank {#-unoready-gcash-by-uno-bank}

Path: sections/14213898727449--UNOready-GCash-by-UNO-Bank

Source: <https://help.gcash.com/hc/en-us/sections/14213898727449--UNOready-GCash-by-UNO-Bank>

. What is the Express Send transaction limit of my GCash account? {#-what-is-the-express-send-transaction-limit-of-my-gcash-account?}

GCash Account Express Send Transaction Limit

. What is the Express Send transaction limit of my GCash account?

Your GCash Account has a monthly limit of 550 send transactions and 500 receive transactions (“Express Send Transaction Limit”).

2. How does this differ from my wallet limit?

The Express Send Transaction Limit refers to the maximum number of send and receive transactions using GCash’s Express Send service while your wallet limit refers to the maximum amount you can send and receive within a given month.

3. How is the Express Send Transaction Limit applied?

Your transaction count resets at the start of each month. Once the limit is reached, you must wait until the next month to create another transaction.

4. What will happen if I reach the Express Send Transaction Limit?

Once you reach the Express Send Transaction Limit, you will not be able to make send or receive transactions through GCash’s Express Send service until your limit resets the following month.

5. What other options do I have if I keep reaching my Express Send Transaction Limit?

If you are a merchant, and frequently exceed Express Send Transaction Limit, consider upgrading to a GCash Pera Outlet (GPO) account. Learn more about GPO and its benefits here.

Source: https://help.gcash.com/hc/en-us/article_attachments/45824783230873

1. BIR-stamped received Sworn Declaration (SD) of Gross Remittances (format below) {#1-bir-stamped-received-sworn-declaration-sd-of-gross-remittances-format-below}

25 April 2024

Dear Valued GCash Merchant,

We are pleased to inform you of an important update related to the trade letter dated 12 March 2024 i.e., withholding taxes on “gross remittances” of Merchants received through the GCash platform, pursuant to Revenue Regulation (RR) No. 16-2023 and Revenue Memorandum Circular (RMC) No. 8-2024.

The Bureau of Internal Revenue (BIR), through RMC No. 55-2024, deferred the start date of imposition of the tax to 15 July 2024, previously 15 April 2024.

In this regard, we would like to reiterate that Merchants are required to upload the following documents via the Partner Document Submission Form:

1. BIR-stamped received Sworn Declaration (SD) of Gross Remittances (format below)

For GCash not to withhold EWT (Expanded Withholding Tax) on Merchants who will not exceed the \$500\mathsf{k} threshold on gross remittances, these Merchants are required to submit their BIR-stamped received Sworn Declaration. In case of failure to submit the prescribed SD, regardless of the actual total income or gross remittance, the EWT imposed by the RR No. 16-2023 shall automatically be deducted by GCash.

2. Certification of Tax Exemption / of Entitlement to a lower tax rate, if applicable

For GCash not to withhold EWT on Merchants who are exempt from Income Tax or are subject to a lower Income Tax rate, these Merchants are required to submit their unexpired Certification of Exemption or any other document as proof of entitlement to the said exemption/lower income tax rate.

3. BIR Form No. 2303 (Certificate of Registration)

All Merchants shall ensure that their business is registered with the BIR.

For further details, kindly refer to the Partner Document Submission Form and the abovementioned trade letter we sent last 12 March 2024.

W GLOBAL CENTER

30th Street corner 9th Avenue, BGC, The Fort, Taguig City

Your compliance with the above steps is vital to our continued partnership and would be greatly appreciated. For year 2024, complete the Form on or before Friday, 31 May 2024.

Should you have any questions, kindly reach out to your designated Account Manager.

www.GCash.com [Hello@GCash.com](mailto>Hello@GCash.com) GCashOfficial \$\\aircircled{8}\$\$ 2882

Sincerely,

GCASH SERVICE MANAGEMENT TEAM

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

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

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

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

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

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

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

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

NOTARY PUBLIC

Doc No.: Page No.: Book No.: Series of

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

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

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

Source: https://help.gcash.com/hc/en-us/article_attachments/31653008949273

1. BIR-stamped received Sworn Declaration (sD) of Gross Remittances {#1-bir-stamped-received-sworn-declaration-sd-of-gross-remittances}

18 July 2024

Dear Valued GCash Merchant

We are pleased to inform you of an important update related to the trade letter dated 12 March 2024 i.e., withholding taxes on "gross remittances" of Merchants received through the GCash platform, pursuant to Revenue Regulation (RR) No. 16-2023 and Revenue Memorandum Circular (RMC) No. 8-2024.

The Bureau of Internal Revenue (BIR), through RMC No. 79-2024, deferred the start date of imposition of the tax on payments made through digital financial services providers (e.g. GCash) to 13 October 2024, previously 15 July 2024.

In this regard, we would like to remind the Merchants who have not submitted the following documents (if applicable), to upload these via the Partner Document Submission Form:

1. BIR-stamped received Sworn Declaration (sD) of Gross Remittances

For GCash not to withhold EWT (Expanded Withholding Tax) on Merchants who will not exceed the PHP 500k threshold on gross remittances, these Merchants are required to submit their BIR- stamped received SD. In case of failure to submit the prescribed SD, regardless of the actual total gross remittance, the EWT imposed by RR No. 16-2023 shall automatically be deducted by GCash.

2. Certification of Tax Exemption / of Entitlement to a lower tax rate, if applicable

For GCash not to withhold EWT on Merchants who are exempt from Income Tax or are subject to a lower Income Tax rate, these Merchants are required to submit their unexpired Certification of Exemption or any other document as proof of entitlement to the exemption/lower income tax rate.

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30th Street corner 9th Avenue, BGC, The Fort, Taguig City www.GCash.com
Hello@GCash.com ↗ GCashOfficial \$\\aircircled{8} 2882

3. BIR Form No. 2303 (Certificate of Registration)

All Merchants shall ensure that their business is registered with the BIR.

Additionally, in line with the RMC No. 79-2024 that extends the transitory period, any withheld amount will be refunded to the enrolled merchant's settlement bank account at the soonest.

For further details, kindly refer to the Partner Document Submission Form and GCash Help Center.

Your compliance with the above steps is vital to our continued partnership and would be greatly appreciated. For calendar year 2024, complete the Form on or before Friday, 30 August 2024.

Should you have any questions, kindly reach out to your designated Account Manager.

Sincerely,

GCASH SERVICE MANAGEMENT TEAM

Source: https://help.gcash.com/hc/en-us/article_attachments/38801822133529

A Rewards {#a-rewards}

Path: sections/43877073072409-A-Rewards

ADVISORY:

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

[My e-voucher code from A+ Rewards is not working. What do I do?](#)

[How do I buy or claim A+ Rewards Vouchers in GCash?](#)

Source: <https://help.gcash.com/hc/en-us/sections/43877073072409-A-Rewards>

AMEX Virtual Pay {#amex-virtual-pay}

Path: sections/20498112028441-AMEX-Virtual-Pay

ADVISORY:

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

[How do I renew my AMEX Virtual Pay Card after it expires?](#)

[How do I get a new AMEX Virtual Pay Card CVV or Security Code?](#)

[How do I activate my AMEX Virtual Pay Card in GCash?](#)

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

Source: <https://help.gcash.com/hc/en-us/sections/20498112028441-AMEX-Virtual-Pay>

Accepted IDs for GCash Verification {#accepted-ids-for-gcash-verification}

Path: articles/900000948786-Accepted-IDs-for-GCash-Verification

ADVISORY:

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

Articles in this section

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [I don't have accepted IDs for GCash verification. What do I do?](#)
- [I'm having issues with using my ePhil ID \(Paper type\) or Digital National ID to verify my GCash account](#)
- [Ano ang mga steps para makakuha ng Fully Verified na GCash Account?](#)
- [How can I submit additional documents for my GCash Jr. verification?](#)
- [Hindi pa verified ang GCash account ko pagkatapos ng 3 araw. Ano ang gagawin ko?](#)
- [My GCash account is still not verified after 3 days. What do I do?](#)
- [My GCash account verification failed. What should I do?](#)
- [Why did I receive a notification to update my GCash account information?](#)

[See more](#)

Promoted articles

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

Learn which government IDs are allowed and the other requirements to get Fully Verified on GCash for Filipino citizens and minors, foreign nationals, and overseas Filipinos.

When verifying your GCash account, please ensure your ID meets the following requirements:

- **NOT expired** – The ID must be **valid and within the expiry date**.
- **NOT damaged** – The ID should be **clear and in good condition**.
- **Actual ID** – A physical ID is required. Scanned or photocopied IDs are not allowed.
 - Except for National ID, then it is allowed

Select the scenario that applies to you to know which IDs are accepted:

Filipino Citizen 18+ years old with a PH SIM

- National ID (Card Type)
- National ID (Paper Type) / Digital National ID
- Passport

- HDMF (Pag-Ibig Loyalty Plus)
- Driver's License
- Philippine Postal ID
- PRC ID
- UMID
- SSS ID

Minor (Filipino, 7-17 years old with PH SIM)

To have a Fully Verified GCash Jr. account, please ensure the following:

- The minor must have a **parent who has a Fully Verified GCash account**
- Submit a photo of the minor's **original or copy of the Birth Certificate issued by the National Statistics Office (NSO) or Philippine Statistics Authority (PSA)**
- Submit one of the following IDs in-app:
 - National ID (Card Type)
 - National ID (Paper Type) / Digital National ID
 - Passport
 - Student ID

Foreign National with a PH SIM

- Philippine Driver's License
- Alien Certificate of Registration (ACR)
- Special Resident Retiree's Visa (SRRV)
- DFA/Diplomat ID
- Alien Employment Permit

Foreign Nationals above 18 years old can submit any of the accepted IDs above to get Fully Verified in GCash.

GCash Overseas - Filipino residing in a foreign country with a non-PH SIM

- National ID (Card Type)
- National ID (Paper Type) / Digital National ID
- Passport
- HDMF (Pag-Ibig Loyalty Plus)
- Driver's License
- Philippine Postal ID
- PRC ID
- UMID
- SSS ID

What to do if you don't have any of the IDs accepted

We only accept the IDs listed in this article above. If you don't have any of these, we recommend registering for a **National ID**. Visit the PSA's official website for registration centers and required documents.

If you've applied for a National ID but haven't received your physical or paper National ID, you can download your Digital National ID via the PSA website or the eGov PH app.

Get started with your GCash verification by tapping **Profile > Verify Now.**

Need more Help?

Check out the articles below about verifying your GCash account

- 👉 [What are the steps to get a fully verified account?](#)
- 👉 [My GCash account is still not verified after 3 days. What do I do?](#)
- 👉 [My GCash account verification failed. What should I do?](#)

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What are the steps to get a Fully Verified GCash account?

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I don't have accepted IDs for GCash verification. What do I do?

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- [My GCash account verification failed. What should I do?](#)
- [Why did I receive a notification to update my GCash account information?](#)
- [What happens if I don't fully verify my GCash account?](#)
- [Can I get fully verified on GCash offline?](#)

900000948786

Source: <https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>

Accident {#accident}

Path: sections/19291302759705-Accident

ADVISORY:

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[Cebuana Lhuillier Personal Accident Basic Insurance Program](#)

FPG Insurance Personal Accident Protection

GInsure Bill Protect

Pru Life UK PRUPersonal Accident

Pru Life UK PRUPersonal Accident – Junior Protect

Singlife Cash for Income Loss due to Accidents

Source: <https://help.gcash.com/hc/en-us/sections/19291302759705-Accident>

Account Management {#account-management}

Path: sections/26239654055833-Account-Management

ADVISORY:

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Nominate Authorized Representatives for your business

Source: <https://help.gcash.com/hc/en-us/sections/26239654055833-Account-Management>

Account Secure {#account-secure}

Path: articles/900005597526-Account-Secure

ADVISORY:

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

Articles in this section

- I can't login to GCash because it says I have an "untrusted connection." What do I do?
- Are there other ways to log in to GCash?
- I can't log in to my GCash account. What do I do?
- Account Secure
- I want to use GCash on another phone or device
- I lost the SIM or phone where my GCash account is registered
- My phone got damaged or broken and I can't access GCash. What do I do?
- I uninstalled/reinstalled GCash or reset my registered phone
- I see an error "Your device has modified phone settings." How can I log in?

- [I see an error - “Your device is jailbroken or rooted.” How can I log in?](#)

[See more](#)

Promoted articles

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

Account Secure is a security feature that **authorizes you to register only ONE mobile phone or device to access your GCash account.**

Alamin kung ano ang Account Secure at paano magiging #GSafeTayo gamit ito! -
YouTube

GCash

285K subscribers

[Alamin kung ano ang Account Secure at paano magiging #GSafeTayo gamit ito!](#)

GCash

Search

Info

Shopping

Tap to unmute

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

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

You're signed out

Videos you watch may be added to the TV's watch history and influence TV recommendations. To avoid this, cancel and sign in to YouTube on your computer.

CancelConfirm

Share

Include playlist

An error occurred while retrieving sharing information. Please try again later.

Watch later

Share

Copy link

Watch on

0:00

0:00 / 0:39 •Live

•

Watch on YouTube

Check out Account Secure by following the steps below:

1. On your GCash app, tap **Profile**
2. Select **Settings**
3. Tap **Account Secure**

Need more Help?

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

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

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I can't log in to my GCash account. What do I do?

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I want to use GCash on another phone or device

- [I can't login to GCash because it says I have an "untrusted connection." What do I do?](#)
- [Are there other ways to log in to GCash?](#)
- [I can't log in to my GCash account. What do I do?](#)
- [Account Secure](#)
- [I want to use GCash on another phone or device](#)
- [I lost the SIM or phone where my GCash account is registered](#)
- [My phone got damaged or broken and I can't access GCash. What do I do?](#)
- [I uninstalled/reinstalled GCash or reset my registered phone](#)
- [I see an error "Your device has modified phone settings." How can I log in?](#)
- [I see an error - "Your device is jailbroken or rooted." How can I log in?](#)
- [I can't log in to GCash because my device was detected as not secure](#)

900005597526

Source: <https://help.gcash.com/hc/en-us/articles/900005597526-Account-Secure>

Account Security {#account-security}

Path: sections/360004657834-Account-Security

ADVISORY:

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

Parang na-scam ako sa GCash. Ano ang dapat gawin?

Bakit na-hold ang GCash account ko?

I forgot my GCash MPIN

I want to change my GCash MPIN

Paano mag troubleshoot ng GCash App issues

How to troubleshoot GCash app issues

I think I was scammed. What do I do?

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

The GCash app keeps crashing or shows a white screen when I login

I want to transact offline with GCash. What do I do?

How to set up GCash Biometrics Login

How to set up GCash account security questions

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

The selfie scan in GCash is not working. What do I do?

Someone is trying to register a new phone on my account. What do I do?

Ano ang GCash DoubleSafe?

What is GCash DoubleSafe?

Device Security

Source: <https://help.gcash.com/hc/en-us/sections/360004657834-Account-Security>

Advisory for iPhone Users affected Express Send Feature Issue {#advisory-for-iphone-users-affected-express-send-feature-issue}

Path: articles/40583772018073-Advisory-for-iPhone-Users-affected-Express-Send-Feature-Issue

ADVISORY:

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

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- [Advisory on Automated Fuel Dispenser \(Self-Service Gas Pumps\) Payments using GCash Cards](#)
- [Advisory for iPhone Users affected Express Send Feature Issue](#)
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- [Advisory on Revenue Regulation 16-2023](#)
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- [Shift of SMS messages to GCash App Inbox](#)
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Promoted articles

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

Some iPhone 14, 15, and 16 users may experience issues and errors when using the Express Send feature. Our team is actively working to resolve this.

What you can do

In the meantime, you may turn off access to your contacts as a temporary workaround. Here's how:

- **Go to your phone settings.**
- Search for **GCash** in the app list.
- Turn off access to **Contacts**.
- Reopen the GCash app and try using Express Send again.

By following these steps, you should be able to use the Express Send feature.

If you wish to grant GCash access to your contacts, you may encounter delays or temporary disruptions in using Express Send. As an alternative, you can:

- **Manually copy and paste** the recipient's mobile number.
- **Scan or upload** the recipient's QR code.

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Advisory on Automated Fuel Dispenser (Self-Service Gas Pumps) Payments using GCash Cards

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GCash Pera Outlet (GPO) Plus Advisory

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40583772018073

Source: <https://help.gcash.com/hc/en-us/articles/40583772018073-Advisory-for-iPhone-Users-affected-Express-Send-Feature-Issue>

Advisory for using GCash on iPhone with iOS 13 and Below {#advisory-for-using-gcash-on-iphone-with-ios-13-and-below}

Path: articles/26245453156633-Advisory-for-using-GCash-on-iPhone-with-iOS-13-and-Below

ADVISORY:

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

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

Starting **Jan 25, 2024**, GCash users using an iPhone with an **operating system of iOS 13 and below** will not be able to access or log in to their GCash app. An updated iOS ensures a safe and secure experience by giving you the latest security features available on GCash.

To continue using GCash, make sure your iPhone is updated to iOS 14 and above.

Tap to view the iPhone models that support iOS 14 and higher

- iPhone 15 / 15 Pro Max
- iPhone 15 / 15 Plus
- iPhone 14 / 14 Pro Max
- iPhone 14 / 14 Plus
- iPhone SE (3rd Gen)
- iPhone 13 / 13 Pro Max
- iPhone 13 / 13 mini
- iPhone 12 / 12 Pro Max
- iPhone 12 / 12 mini
- iPhone SE (2nd Gen)
- iPhone 11 / 11 Pro Max
- iPhone 11
- iPhone XS / XS Max
- iPhone XR
- iPhone X
- iPhone 8 / 8 Plus
- iPhone 7 / 7 Plus
- iPhone SE (1st Gen)
- iPhone 6s / 6s Plus

To update your iPhone to the latest iOS available for your device, please follow the steps below:

1. On your homepage, tap **Settings** > General, then tap Software Update.
2. Select **General**
3. Tap **Software Update**
4. Tap **Install Now** or **Download and Install**

If you have issues with updating your iOS, please visit [Apple Support](#).

Need more help?

Rest assured that the GCash account and funds of affected users are safe and intact.

If you can't access your GCash account and have existing loans or accounts in GInvest or GSavve, you may check out these alternative options:

- Should there be any outstanding balances to settle with GLoan, GCredit, and GGives, GCash users may pay via our GCash payment partners
- For your GFunds, GStocks PH, and GCrypto accounts, please use a mobile device with iOS 14 and up
- For your GSave account/s, you may refer below:

Tap to view guidelines for GSave

To deposit and withdraw funds from your GSave account, please see the table below:

 Deposit and Withdraw Options Bank Over the Counter (OTC) Bank ATM*
Other channels --- --- --- --- BPI MySaveUp Deposit and Withdraw
Withdraw GSave by CIMB Deposit and Withdraw Withdraw
Maybank EzySave+ Deposit and Withdraw Withdraw Deposit via Cliqq and 7-Eleven #UNORReady by UNO
<i>Since no physical store</i> Withdraw

*Withdrawal via Bank ATM is applicable for bank-issued physical cards. You may reach out to your bank if you would like to request a bank-issued card.

Dormancy fees will apply only if there are no movements or transactions performed on your GSave account and will be debited 5 years after the last transaction date.

Please refer to the table below:

 When dormancy will take effect - Dormancy Fees --- --- --- ---
BPI MySaveUp
After 6 months of no account movement PHP 30 GSave by CIMB After 12 months of no account movement N/A Maybank EzySave+ After 6 months of no account movement PHP 30 #UNORReady by UNO After 6 months of no account movement PHP 30

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- Advisory on Revenue Regulation 16-2023
- Advisory for using GCash on iPhone with iOS 13 and Below
- Shift of SMS messages to GCash App Inbox
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26245453156633

Source: <https://help.gcash.com/hc/en-us/articles/26245453156633-Advisory-for-using-GCash-on-iPhone-with-iOS-13-and-Below>

Advisory on Automated Fuel Dispenser Self Service Gas Pumps Payments using GCash Cards {#advisory-on-automated-fuel-dispenser-self-service-gas-pumps-payments-using-gcash-cards}

Path: articles/44449603684377-Advisory-on-Automated-Fuel-Dispenser-Self-Service-Gas-Pumps-Payments-using-GCash-Cards

ADVISORY:

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

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

We are currently working on enhancing the experience of using the GCash VISA and Mastercard Cards directly at Automated Fuel Dispensers/Self-Service Gas Pumps. This feature is temporarily unavailable.

In the meantime, you can use your **GCash VISA or Mastercard Card to pay at the cashier** via POS or **scan a QR using your GCash app** if supported by the gas station.

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44449603684377

Source: <https://help.gcash.com/hc/en-us/articles/44449603684377-Advisory-on-Automated-Fuel-Dispenser-Self-Service-Gas-Pumps-Payments-using-GCash-Cards>

Advisory on Revenue Regulation 16 2023 {#advisory-on-revenue-regulation-16-2023}

Path: articles/31622004752153-Advisory-on-Revenue-Regulation-16-2023

ADVISORY:

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

Articles in this section

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Starting **October 13, 2024**, GCash will be carrying out Revenue Regulation (RR) No. 16-2023, which states that **digital financial services providers such as GCash must withhold 1% tax on one-half of the total gross remittances** to sellers for goods or services sold by or paid to the Merchant through GCash.

Who are affected?

All merchants currently registered with GCash, except those who will not derive or have not derived an annual cumulative gross remittance of PHP 500,000. A BIR-stamped Sworn Declaration is among the bases to determine whether the merchant meets said threshold and is subject to withholding.

Customers will not be affected.

What to do next

To ensure swift compliance with the regulation, **all merchants must submit** the following:

1. BIR Certificate of Registration (BIR Form No. 2303 / COR)
2. Certificate of Tax Exemption or Proof of Lower Income Tax, if applicable
3. Sworn Declaration stamped received by the BIR

The Sworn Declaration will be used to properly determine if the merchant will be subject to the RR No. 16-2023.

Partner Merchants may submit their requirements to GCash via this [link](#).

For more information, please refer to the [full text of RR No. 16-2023](#) from the BIR's website.

Refund Information

According to [RMC No. 79-2024](#), which extends the transition period of Revenue Regulation 16-2023, any withheld amounts due to the delay in notification will be promptly refunded to the merchant's settlement bank account. We ask for the merchants' patience as GCash processes the refunds.

- [RR 16-2023 Memo.pdf](#) 100 KB [Download](#)
- [Memo on RR No.16-2023 and RMC No. 55-2024.pdf](#) 200 KB [Download](#)
- [RR 16-2023 Sworn Declaration.pdf](#) 100 KB [Download](#)
- [RMC No. 79-2024.pdf](#) 200 KB [Download](#)
- [RMC No. 55-2024.pdf](#) 50 KB [Download](#)
- [RMC No. 8-2024.pdf](#) 300 KB [Download](#)
- [GCash Partner Advisory - RR 16-2023 Memo Extension.pdf](#) 70 KB [Download](#)

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31622004752153

Source: <https://help.gcash.com/hc/en-us/articles/31622004752153-Advisory-on-Revenue-Regulation-16-2023>

Alamin ang status ng GCash Pera Outlet application {#alamin-ang-status-ng-gcash-pera-outlet-application}

Path: articles/23470661850521-Alamin-ang-status-ng-GCash-Pera-Outlet-application

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- [GCash Pera Outlet Commissions and Fees](#)
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Ang pag-proseso ng inyong application upang maging GCash Pera Outlet partner ay karaniwang inaabot ng **7-15 na araw**. Pwede pa itong tumagal kung hindi naipasa ang tamang impormasyon sa application tulad ng kulang na dokumento o hindi malinaw na litrato.

Paano malalaman ang status ng Pera Outlet application

Pumunta sa GCash app at hanapin ang GCash Pera Outlet para makita ang status ng inyong application. Makikita ang sumusunod na status:

| Status | Definition || --- | --- || **Returned** | Ang mga naipasang requirements ay may malayo o kulang. Sundin ang instructions mula sa iyong Pera Outlet profile upang ayusin at kumpletuhin ito. || **Pending** | Ang iyong application ay under review. Maghintay ng 7-15 working days. Makakakuha kayo ng SMS o text message kapag nagbago ang status ng inyong application. || **Rejected** | Hindi pasok ang minimum requirements ng GPO bilang isang Pera Outlet Retailer. || **Activated** | Approved ang iyong application at pwede na kayong magsimula ng mga transaksyon sa Pera Outlet mini app. |

Need more help?

Kung ang iyong application bilang GCash Pera Outlet Retailer ay na-reject sa unang pagkakataon ng pag-apply, **pwede pang makapag-apply ulit.**

Maaring sa loob ng 7-15 araw bago maging eligible sa pag-apply ulit mula ng ma-reject ang inyong application. Makikita sa Pera Outlet mini app ang mensahe kung kailan-kayo maaring mag-apply.

Basahin at unawain ang mga instruction sa pag-apply. Ang pag-approve ng application ay base sa **tama at kumpletong mga dokumento**.

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Source: <https://help.gcash.com/hc/en-us/articles/23470661850521-Alamin-ang-status-ng-GCash-Pera-Outlet-application>

Am I allowed to cancel my GGives loan {#am-i-allowed-to-cancel-my-ggives-loan}

Path: articles/31107573349401-Am-I-allowed-to-cancel-my-GGives-loan

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You can request a cancellation or refund of your GGives loan IF:

- The merchant's refund or cancellation policy allows you to return or refund the item/s you purchased
- You are able to initiate your request before your GGives loan due date and within 30 calendar days from the date of your transaction
- 100% of the transaction amount must be for cancellation

To cancel a GGives loan, here's what you can do:

1. Coordinate with the partner merchant for your refund/GGives payment cancellation request
2. Once everything is settled with the merchant, they can contact GCash via the dedicated support channels given to them

If your loan cancellation request is **beyond 30 calendar days from the transaction or the request is for a partial refund only**, the amount for refund (equal to your loan amount) will be counted as **an advance payment to your GGives loan**. You will receive any excess amount to the remaining loan in your GCash wallet.

Need more Help?

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

- [How can I use GGives to pay?](#)
- [How can I pay for my GGives dues?](#)
- [What happens if I pay my GGives dues in advance?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/31107573349401-Am-I-allowed-to-cancel-my-GGives-loan>

Am I qualified for GLoan Sakto {#am-i-qualified-for-gloan-sakto}

Path: articles/40675903982361-Am-I-qualified-for-GLoan-Sakto

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You are qualified for GLoan Sakto if you meet the following basic requirements:

- You are 21 to 65 years old
- You are a Filipino Citizen
- Your GCash account is **Fully Verified**
- You have a good credit record and good GScore
- You don't have any history of fraudulent transactions

If GLoan Sakto is **unavailable** for you, it means that:

- You do not meet the basic requirements GLoan Sakto
- You are eligible for a regular GLoan
- You already have an ongoing GLoan Sakto loan

Note:

- Eligible users may only avail of **one(1) GLoan Sakto or one (1) GLoan at a time**
- You may pay for your ongoing GLoan Sakto loan to avail another loan
- For users with multiple mobile numbers registered with GCash, only one (1) mobile number may be used to avail of a GLoan Sakto loan

Need more Help?

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

- What is GLoan Sakto?
- How do I pay for my GLoan Sakto?
- What is the difference between GLoan and GLoan Sakto?

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Ano ang GCash DoubleSafe {#ano-ang-gcash-doublesafe}

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Ang DoubleSafe ay isang security feature ng GCash na **gumagamit ng selfie scan para protektahan ang account mo** laban sa unauthorized access.

Before taking your selfie scan, please make sure to:

- Take a photo in a well-lit room
- Do not cover your full face and make sure you are recognizable
- Ensure that there are no people in the background
- Wear proper attire

For your security, **maaaring ma-lock ang account mo ng 24 horas pagkatapos ng 5 mali na attempts.**

Need more help?

Para sa iba pang katanungan o concerns, tingnan ang mga sumusunod na articles:

- [How to set up GCash Biometrics Login](#)
- [The selfie scan in GCash is not working. What do I do?](#)
- [My front camera is broken. How can I use GCash?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/42821100465049-Ano-ang-GCash-DoubleSafe>

Ano ang mga steps para makakuha ng Fully Verified na GCash Account {#ano-ang-mga-steps-para-makakuha-ng-fully-verified-na-gcash-account}

Path: articles/42822120412825-Ano-ang-mga-steps-para-makakuha-ng-Fully-Verified-na-GCash-Account

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Alamin ang mga requirements at proseso para maging Fully Verified ang GCash account mo sa loob ng 3 araw. Sundin ang mga sumusunod:

Ano ang mga requirements para sa verification?

Kailangan mo lang ng isang valid government ID. Siguraduhin na ang ID mo ay **hindi sira o expired**.

Para sa mga minors at foreign nationals, kailangan mag-submit ng karagdagang dokumento.

Paano mag-verify ng GCash account?

Sundin ang mga sumusunod na steps depende kung ikaw ay Filipino Citizen, Minor, at Foreign National.

Filipino Citizen, 18+ years old, gamit ang PH Sim

1. Sa GCash app mo, pumunta sa **Profile > Verify Now**.
2. Pindutin ang **Get Started**.
3. Basahin ang mga reminders at requirements, tap **Next**.
4. I-enter ang 6-digit authentication code na sinend sa mobile number mo, i-tap ang **Next**.
5. Ilagay ang birthday mo at i-confirm kung Filipino citizen ka, pindutin ang **Next**.
6. Piliin ang government ID na gagamitin mo para sa verification, at i-tap ang **Select ID**.
7. I-scan ang ID mo at mag-selfie scan.
8. I-review ang account information mo at pindutin ang **Submit**.

Makikita mo ang page na successful ang pag-apply mo para maging Fully Verified.

Minor (Filipino o Non-Filipino), 7-17 years old, gamit ang PH Sim

Paalala: Dapat Fully Verified GCash user ang magulang o guardian mo.

1. Sa GCash app mo, pumunta sa **Profile > Verify Now**.
2. Pindutin ang **Get Started**.
3. Basahin ang mga reminders at requirements, i-tap ang **Next**.

4. I-enter ang 6-digit authentication code na sinend sa mobile number mo, pindutin **Next**.
5. Ilagay ang birthday mo at i-confirm kung Filipino citizen ka, i-tap **Next**.
6. Piliin ang government ID na gagamitin mo para sa verification, i-tap ang **Select ID**.
7. I-scan ang ID mo at mag-selfie scan.
8. I-review ang account information mo at pindutin ang **Confirm**.
9. I-upload ang selfie ng parent o guardian mo habang hawak ang ID mo, at ang photo ng original o copy ng PSA Birth Certificate mo.
10. I-review ang lahat ng impormasyon at i-tap ang **Submit**.

Makikita mo ang page na successful ang pag-apply mo para maging Fully Verified.

Foreign National gamit ang PH Sim

Paalala: Para magpatuloy sa verification, siguraduhin na meron kang Alien/Immigrant Certificate of Registration.

1. Sa GCash app mo, pumunta sa **Profile > Verify Now**.
2. I-tap ang **Get Started**.
3. Basahin ang mga paalala at requirements, i-click ang **Next**.
4. I-enter ang 6-digit authentication code na sinend sa mobile number mo, i-tap **Next**.
5. Ilagay ang birthday mo at ang nationality mo, pindutin ang **Next**.
6. Piliin ang Alien Certificate of Registration bilang government ID na gagamitin mo, i-tap **Select ID**.
7. I-scan ang ID mo at mag-selfie scan.
8. I-review ang account information mo at pindutin ang **Submit**.

Makikita mo ang page na nagko-confirm ng application mo para maging Fully Verified.

Makakatanggap ka ng SMS update tungkol sa verification status mo sa loob ng **3 araw**.

Para sa Filipino GCash users na gumagamit ng non-Philippine-issued SIM, [click here para malaman kung paano maging Fully Verified](#).

Need More Help?

Kung merong ibang katanungan tungkol sa GCash verification, basahin ang mga sumusunod na articles:

- 👉 [Accepted IDs for GCash Verification](#)
- 👉 [My GCash account is still not verified after 3 days. What do I do?](#)
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- [What happens if I don't fully verify my GCash account?](#)
- [Can I get fully verified on GCash offline?](#)

42822120412825

Source: <https://help.gcash.com/hc/en-us/articles/42822120412825-Ano-ang-mga-steps-para-makakuha-ng-Fully-Verified-na-GCash-Account>

Are there dividend stocks available in GStocks PH {#are-there-dividend-stocks-available-in-gstocks-ph}

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Your cash dividends earned in GStocks PH will automatically go to your trading wallet as required under the existing rules of the Philippine Stock Exchange.

Here are some of the stocks listed on GStocks PH that offer dividends:

- 1. Globe Telecom (GLO)**
- 2. Ayala Land (ALI)**
- 3. Jollibee Foods Corporation (JFC)**
- 4. Universal Robina Corporation (URC)**
- 5. Bank of the Philippine Islands (BPI)**
- 6. SM Prime Holdings (SMPH)**
- 7. Puregold Price Club (PGOLD)**

These companies are among the 280+ listed on the PSE that you can invest in through GStocks PH.

How Dividends Work on GStocks PH

Automatic Credit

Dividends earned from these stocks will automatically be credited to your GStocks PH Wallet as per the existing rules of the PSE.

Withdrawal

If you wish to withdraw your cash dividends, you can do so from your GStocks PH dashboard by selecting Withdraw. You will receive your dividends in your GCash Wallet from your GStocks PH Wallet.

Once you earn dividends, you will receive an email in your GStocks PH registered email.

Need more Help?

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

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

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Are there funds on GFunds that pay dividends {#are-there-funds-on-gfunds-that-pay-dividends}

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Dividends are **payments a fund or company gives to its investors as a way to share profits**. Think of it as a bonus for investing your money. These payments can give you extra income besides your investment's value.

If you invest in a fund that makes money, it might share some of its profit with you as dividends. **However, not all funds pay dividends.**

Here's what you should know about dividends:

- **Not guaranteed** The amount you get may change each month. Some months might have higher payouts, while others might have none.
- **Non-cumulative** If you don't get dividends in a certain month, the fund won't make up for it later. Each month's payout is separate.

Sample of how dividends are computed:

The number of fund units you have as of Record date x Unit Dividend x NAVPU as of Record date

= Dividends Received

Note: The number of units and NAVPU considered are only the ones received during the record date, not during the settlement date. The fund manager determines the record date and NAVPU.

The unit dividend is rounded to **4 units**.

See a sample dividend computation below:

Item Value	--- ---	Number of Units (as of Record Date) 10,000 units	Unit Dividend 0.0035	NAVPU (as of Record Date) PHP 120.50	Dividends Received PHP 4,217.50
--------------	-----------	--	------------------------	--	-----------------------------------

If you don't get your dividends **2–3 days** after the expected date, [click here to ask for help.](#)

Need more Help?

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

- [I can't buy or sell in GFunds. What do I do?](#)
- [I can't access my GFunds account. What do I do?](#)
- [How do I track my pending Buy and Sell orders in GFunds?](#)

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Are there other ways to log in to GCash {#are-there-other-ways-to-log-in-to-gcash}

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- [My phone got damaged or broken and I can't access GCash. What do I do?](#)
- [I uninstalled/reinstalled GCash or reset my registered phone](#)
- [I see an error "Your device has modified phone settings." How can I log in?](#)
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No, you can only use GCash through the mobile app. You can use either a mobile phone or tablet, but you can't access GCash on a computer, PC, laptop, or browser.

Your GCash account is linked to your mobile number, so you need to log in with that number on your phone. You can't use your email address or social media accounts to log in to GCash.

Need more Help?

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

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I can't login to GCash because it says I have an "untrusted connection." What do I do?

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I can't log in to my GCash account. What do I do?

- [I can't login to GCash because it says I have an "untrusted connection." What do I do?](#)
- [Are there other ways to log in to GCash?](#)
- [I can't log in to my GCash account. What do I do?](#)
- [Account Secure](#)
- [I want to use GCash on another phone or device](#)
- [I lost the SIM or phone where my GCash account is registered](#)
- [My phone got damaged or broken and I can't access GCash. What do I do?](#)
- [I uninstalled/reinstalled GCash or reset my registered phone](#)
- [I see an error "Your device has modified phone settings." How can I log in?](#)
- [I see an error - "Your device is jailbroken or rooted." How can I log in?](#)
- [I can't log in to GCash because my device was detected as not secure](#)

41329110227737

Source: <https://help.gcash.com/hc/en-us/articles/41329110227737-Are-there-other-ways-to-log-in-to-GCash>

BPI MS Compulsory Third Party Liability Insurance

{#bpi-ms-compulsory-third-party-liability-insurance}

Path: articles/6709500387481-BPI-MS-Compulsory-Third-Party-Liability-Insurance

ADVISORY:

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

Articles in this section

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

Promoted articles

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

The BPI MS Compulsory Third Party Liability (CTPL) Insurance will protect you from financial obligations in the event of an injury or death of a third party arising from an accident involving your covered vehicle. CTPL is a requirement of the Land Transportation Office (LTO) before your vehicle can be registered.

Jump to:

- [Eligibility](#)
- [Coverage](#)
- [Benefits](#)
- [Apply for BPI MS Compulsory Third Party Liability Insurance](#)
- [Claims](#)
- [Cancellation and Refund](#)
- [Contact BPI](#)

Eligibility

You can purchase the policy if you are:

- 18 years old and above
- A fully verified GCash user
- A Filipino citizen or a foreigner who is a legal resident of the Philippines

Coverage

Your coverage under this insurance product will include the following:

- Accidental Death and Disablement
- Burial and Funeral Expenses
- Bodily Injury

Benefits

This insurance cover will answer for the death, disablement, and medical expenses of a person injured because of an accident involving your vehicle with a limit of PHP 100,000.

The following Schedule of Indemnities shall be observed in the settlement of claims for death, bodily injuries, and professional fees and hospital charges for services rendered to traffic accident victims under the Compulsory Motor Vehicle Liability Insurance Coverage:

| **Death** | | --- | | **Type** | **Amount** | | --- | --- | | Death Indemnity | PHP 70,000 | | Burial and Funeral Expenses | PHP 30,000 |

| **Bodily Injuries & Fractures** | | --- | | **Types of Accommodation or Professional Attendance Extended** | **Services Rendered** | **Maximum Reimbursable Fees and/or Charge (PHP)** | | --- | --- | --- | | Hospital Rooms | Maximum of 45 days per accident
Laboratory Examination fees, X-rays | 500/day
2,000 | | Surgical Expenses | Major Operation
Medium Operation
Minor Operation | 7,500
5,000
1,500 | | Anesthesiologist's Fee | Major Operation
Medium Operation
Minor Operation | 2,500
2,000
500 | | Operating Room | Major Operation
Medium Operation
Minor Operation | 1,500
1,000
500 | | Medical Expenses | For Daily visit of Practitioner or Specialist Total Amount of medical expenses must not exceed (For a single period of confinement) | 400/day
5,000 | | Drugs and Medicine | Actual value of drugs and medicine used but not to exceed | 20,000 | | Ambulance Charge | Actual amount charged for ambulance expenses but not to exceed | 1,500 |

| **Permanent Disablement** | | --- | | **Loss of or Loss of use of -** | **Amount (PHP)** | | --- | --- | | Two Limbs | 50,000 | | Both Hands or All Fingers & Both Thumbs | 50,000 | | Both Feet | 50,000 | | One Hand and One Foot | 50,000 | | Sight of Both Eyes | 50,000 | | Injuries resulting in being permanently bedridden | 50,000 | | Any other injury causing permanently total disablement | 50,000 | | Arm at or above elbow | 20,000 | | Arm between elbow and wrist | 15,000 | | Hand | 15,000 | | Four Fingers and Thumb of one hand |

15,000 || Four Fingers | 12,000 || Leg at or above knee | 20,000 || Leg below knee |
 15,000 || One Foot | 15,000 || All toes of one foot | 10,000 || Index Finger | 6,000 || Sight
 of One Eye | 20,000 || Hearing – Both Ears | 30,000 || Hearing – One Ear | 15,000 |

Other Incidental Expenses

The Company will pay all pertinent and reasonable expenses incurred in connection with the accident not provided under this Schedule of Indemnities (A), (B) and (C), subject to a maximum amount of PHP 10,000 but in no case shall the company's aggregate payment exceed the overall Limits of Liability under Sections I and II.

Apply for BPI MS Compulsory Third Party Liability Insurance

Note: Please make sure that your account is Fully Verified before proceeding.

To apply for the policy, follow these steps:

1. On the GCash App, tap **GInsure**
2. Tap **Vehicle** and then select **Compulsory Third Party Liability (CTPL) product by BPI MS**
3. Read the brief of the policy and check the FAQs below the screen, then tap **Proceed**
4. Answer the questions assessing the vehicle you own. Tap **Next**
5. The amount covered will appear on your screen. Please input the desired effective date of your policy and tap **Next**
6. Review the premium and charges related to your policy and tap **Next**
7. Input all the customer details being asked
8. Review all the inputs provided and the policy being offered. Then tick the box if you agree to the terms and conditions. Tap **Confirm** once done
9. Tap **Agree** to confirm the payment
10. Your ePolicy and Authenticated Confirmation of Cover (COC) will be sent to your registered email address

Note: The payment will be deducted from your GCash balance.

Claims

In case of a claim, please inform us as soon as possible or within 60 days from the date of accident.

In case of an accident, please call a traffic enforcer or go to the nearest police station to have the accident reported and investigated. If a third party is involved, it would be necessary to get the following details and documents:

- Name of the driver and registered owner of the vehicle
- Address and contact numbers
- Insurance company and photocopy of policy
- Brand/Type of vehicle
- Plate number

If possible and safe to do so, take photos of the accident scene and vehicle/s involved for proper documentation.

In case you need Loss Adjuster's Assistance, you may refer to the **BPI/MS LOSS ADJUSTER ASSISTANCE LIST:**

|||| --- || BA INSIGHT INTERNATIONAL INC | Office Tel. Nos.: (+63 2) 8818-3150 to 56

Ronald Bermudo (+63) 920 927 6943

Noli Reynoso: (+63) 917 805 3604 || TECHNICAL INSPECTION GROUP | Office Tel Nos. (+63 2) 8463-8108, (+63 2) 8782-8545 Telefax : (+63 2) 8952-7550 Teodoro Oiguera: (+63) 998 562 9168

Joan Escondida: (+63) 945 843 8922

Fernando Cambronero: (+63) 917 807 1278 |

Filing a claim

To file a claim, you may call BPI MS claims hotline at (+63 2) 8840-9999 / (+63 2) 8840-9966 or email our Claims Department at bpimsclaims@bpi.com.ph and have the following information ready:

- Date and Time of the incident
- Policy Number
- Policyholder's Name
- Nature of Claim
- Your contact details

Documents/requirements needed:

- Any of the following: - Accident Report Form, or
 - Affidavit on the circumstances of the accident; or
 - Police Report (if any)
- Photocopy of insured Vehicle's Registration Certificate and current Official Receipt • Photocopy of insured Driver's License and Official Receipt
- Medical Certificate
- Hospital Statement of Account
- Original Medical/Hospital Receipts
- Original Funeral/Burial Receipts (death claim)
- Death Certificate and evidence sufficient to establish payee (e.g. Birth Certificate, Marriage Certificate et. al)
- Valid ID of insured party
- Quit Claim (if settled immediately). Quitclaim is not required if settlement is under Section 2 (No Fault)

Provided that claims documentation is completed and approved, below is the turn-around time:

For Regular Motor Claims:

- PHP 30,000.00 and below – within 24 hours
- PHP 30,001.00 to PHP 100,000.00 – within 48 hours

For Claims requiring an Adjuster:

- PHP 100,000.00 and below – within 3 working days

For Claims Payment:

The proceeds may be available within two (2) working days upon receipt of the conforme to the approved amount.

To claim your insurance, Call the BPI MS Claims Department (02) 8840-9000 or visit any of the 13 BPI MS Branches nationwide and submit your complete claims documents:

- [BPI Metro Manila Branches](#)
- [BPI Luzon Branches](#)
- [BPI Mindanao Branches](#)

Cancellation and Refund

Cancellation

To cancel your policy, please contact BPI MS at (+63 2) 8840-9000.

Refund

You can get a premium refund for the cancellation. However, the premium refund excluding Documentary Stamp Tax (DST), will be computed on a pro-rata basis if the cancellation would be made from the first day of the following month.

Contact BPI

For more information and assistance, you may contact BPIMS through the following channels from Monday-Friday, 8:00 AM-4:00 PM (except holidays):

- Call/SMS: (Globe)
 - (+63) 917-673-2943
 - (+63) 917-885-5009
- Email: helpline@bpims.com

You may also visit the Head Office, Claims Evaluation Center, Satellite Offices, or any of their 13 branches nationwide for further assistance:

||||| --- | --- | --- || **BPI/MS Head Office:** 11th Floor, 6811 BPI-Philam Life Makati, Ayala Avenue, Makati City || **BPI/MS Branch Office** || Quezon City | Ground Floor, Cyber Park Tower 1
60 General Aguinaldo Avenue, Araneta Center, Cubao | (+632) 8911-2824/ 8995-7757/ 891-1330 (Sales)
(+632) 8912-7121 (Claims) || Alabang | 6th Floor, CTP Alpha Building, Investment Drive
Madrigal Business Park, Ayala Alabang, Muntinlupa City | (+63 2) 8802-1743 ||
Dagupan | BPI Dagupan-Arellano Branch, Annex Building
Arellano Street, Dagupan City, Pangasinan | (+63 75) 515-3808 / 522-0614 / 523-5111 ||
Tuguegarao | Upper Ground Level, Castillo Commercial Building
23 Rizal Street, Tuguegarao City, Cagayan | (+63 78) 396-2514 / 396-2515 || San Fernando | 2nd Floor, Kingspire Business Center

Km. 71 MacArthur Highway, San Fernando City, Pampanga | (+63 45) 455-5759 / 961-1823 || Imus | 2nd Floor, J. Antonio Building
 1167 E. Aguinaldo Highway, Bayan Luma 7, Imus City, Cavite | (+63 46) 471-1466 / 471-1280 || Lipa | Unit C-1C, K-Pointe Business Center
 Ayala National Hi-Way, Sabang, Lipa City, Batangas | (+63 43) 756-0051 / 756-6454 / 757-2195 / 757-2196 || Naga | Ground Floor, The ADC Hotel Building
 Magsaysay Avenue corner Catmon II Street
 Balatas, Naga City, Camarines Sur | (+63 2) 8840-9128 / (+63) 917-814-9922 || Cebu | 11th Floor, Ayala Life-FGU Center
 Mindanao venue corner Biliran Road
 Cebu Business Park, Cebu City, City | (+63 32) 415-7632/415-7636/415-7639/415-8299/231-4563/231-4620 || Iloilo | 2nd Floor, BPI Building, General Luna Street
 Barangay Inday, Iloilo City | (+63 33) 335-0079/337-8992/509-7967/337-8123 || Bacolod | Ground Floor, BPI Family Saving Bank Building
 10th Street corner Lacson Street, Bacolod City, Negros Occidental | (+63 34) 433-4616/433-1102/433-6370 || Cagayan de Oro | Suites 14, 15 and 16, 8th Floor Gateway Tower
 Limketkai Center, C.M. Recto Avenue, Cagayan de Oro City, Misamis Oriental | (+63 88) 857-1303 || Davao | 2nd Floor, BPI JP Laurel Branch Building
 J.P Laurel corner Cabaguio Avenue, Bajada Davao City | (+63 82) 221-7785/225-3187/226-3843 || Baguio Satellite Office | BPI Family Savings Bank
 2nd Floor, BPI Family Savings Bank Building
 Agoncillo corner Perfecto Street, Malcolm Square, Baguio City | (+63 74) 442-2310 || Cabanatuan Satellite Office | 3rd Floor, BPI Melencio Building, Cabanatuan City, Nueva Ecija | (+63 44) 940-9392 || **BPI/MS Motor Claims Evaluation Center (CLEC):**
 14th Floor, 6811 BPI-Philam Life Makati, Ayala Avenue, Makati City
 Tel. Nos.: (+63 2) 8840-9115 / 8840-9118
 Business Hours: Monday to Friday, 8:00 AM - 5:00 PM |

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6709500387481

Source: <https://help.gcash.com/hc/en-us/articles/6709500387481-BPI-MS-Compulsory-Third-Party-Liability-Insurance>

Bakit na hold ang GCash account ko {#bakit-na-hold-ang-gcash-account-ko}

Path: articles/43503536269849-Bakit-na-hold-ang-GCash-account-ko

ADVISORY:

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

Articles in this section

- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
- [Bakit na-hold ang GCash account ko?](#)
- [I forgot my GCash MPIN](#)
- [I want to change my GCash MPIN](#)
- [Paano mag troubleshoot ng GCash App issues](#)
- [How to troubleshoot GCash app issues](#)
- [I think I was scammed. What do I do?](#)
- [I noticed unauthorized transactions in my GCash account. What do I do?](#)
- [The GCash app keeps crashing or shows a white screen when I login](#)
- [I want to transact offline with GCash. What do I do?](#)

[See more](#)

Promoted articles

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

Kung may lumabas na prompt na nagsasabing “Your account is on hold,” posibleng dahil sa mga sumusunod:

1. **Inactive ang account mo** Kung ang GCash Basic account mo ay hindi na-Fully Verify sa loob ng 12 buwan, made-deactivate ito.
2. **Maling personal information** Maaaring hindi tama o hindi totoo ang impormasyon o dokumentong sinubmit mo para sa verification.
3. **Illegal use** Puwedeng sangkot ang account mo sa ilegal na aktividad, kahinalang transaksyon, o baka ginagamit ito ng iba nang walang pahintulot.
4. **Ordered by the government** Posibleng may natanggap na order ang GCash mula sa gobyerno o korte para i-hold ang account mo.
5. **Inactive ang GCash Wallet** Kung walang laman o hindi nagagamit ang wallet mo sa loob ng 6 na buwan, ituturing itong inactive.

Ano’ng dapat gawin kapag na-hold ang GCash account?

1. **I-check ang email mo** Tignan ang inbox at spam folder ng email na nakarehistro sa GCash account mo. Kung may natanggap kang email tungkol sa “Account Deactivation,” i-click ang link doon para mag-request na ma-unblock ang account.

Kapag na-unblock, kailangan mong [i-Fully Verify ang account mo](#).

Paalala: Kung hindi ito ma-Fully Verify sa loob ng **48 hours**, maho-hold ulit ang account.

2. **I-check ang SMS para sa routine verification** Kung walang email, tingnan kung may natanggap kang SMS mula sa GCash. Ang mensahe ay maaaring ganito:

“Hi! Your GCash account was put on hold due to routine verification. This is following GCash's Terms and Conditions.”

Para ma-access ulit ang account mo, kailangan mong ipasa ang sumusunod na mga dokumento:

- Larawan ng harap at likod ng dalawang (2) valid government-issued IDs
- Larawan ng pirma mo sa papel
- Proof of income (halimbawa: income tax return o payslip kung employed; business registration kung self-employed)
- Proof of billing (halimbawa: utility bill o rental statement)

3. Mag-Chat with Gigi para sa tulong Kung walang email o SMS, i-chat si Gigi. I-type ang “Account on Hold” para matulungan ka niyang i-check ang account mo.

Siguraduhing handa ang mga sumusunod:

- Larawan ng dalawang (2) valid government-issued IDs
- Isang selfie kasama ang IDs
- Screenshot ng Phone/SIM Settings na nagpapakita ng GCash-registered number mo

Need more Help?

Para sa katanungan o karagdagang impormasyon, tignan ang mga sumusunod na articles dito:

- [Bakit na-deactivate ang GCash account ko?](#)
- [Paano i-delete o isara ng GCash account ko?](#)
- [Gusto kong mag-transact offline gamit ang GCash. Anong pwede kong gawin?](#)
- [Napansin kong may unauthorized transactions sa GCash account ko. Anong pwede kong gawin?](#)

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Parang na-scam ako sa GCash. Ano ang dapat gawin?

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I forgot my GCash MPIN

- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
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- [The GCash app keeps crashing or shows a white screen when I login](#)
- [I want to transact offline with GCash. What do I do?](#)
- [How to set up GCash Biometrics Login](#)
- [How to set up GCash account security questions](#)
- [My front camera is broken. How can I use GCash?](#)
- [The selfie scan in GCash is not working. What do I do?](#)
- [Someone is trying to register a new phone on my account. What do I do?](#)

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

43503536269849

Source: <https://help.gcash.com/hc/en-us/articles/43503536269849-Bakit-na-hold-ang-GCash-account-ko>

Bank Transfer {#bank-transfer}

Path: categories/35089719201689-Bank-Transfer

ADVISORY:

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Transfer money from GCash to a bank/e-wallet

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

Get Help with Bank Transfer

- [Someone transferred to my bank using their GCash, but I didn't receive it](#)
- [I transferred money from my GCash account to a bank or another e-wallet, but it was not received. What do I do?](#)
- [I accidentally transferred from my GCash to the wrong bank account. What do I do?](#)
- [I can't transfer money to another bank using GCash. What do I do?](#)

Source: <https://help.gcash.com/hc/en-us/categories/35089719201689-Bank-Transfer>

Bank Transfer {#bank-transfer}

Path: categories/35089719201689

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- Someone transferred to my bank using their GCash, but I didn't receive it
- I transferred money from my GCash account to a bank or another e-wallet, but it was not received. What do I do?
- I accidentally transferred from my GCash to the wrong bank account. What do I do?
- I can't transfer money to another bank using GCash. What do I do?

Source: <https://help.gcash.com/hc/en-us/categories/35089719201689>

Bills {#bills}

Path: categories/20497114713369

ADVISORY:

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Pay Bills

- How do I pay my bills using GCash?
- How can I add/save my favorite billers in GCash?
- How do I schedule my bills payment in GCash?

Get Help with Bills

- I can't pay bills using GCash. What do I do?
- I did not receive my top-up after using Bills. What do I do?
- My GCash bill payment was not posted or confirmed by the biller. What do I do?
- I was charged multiple times for my bills payment. What do I do?
- I entered the wrong details when paying my bills with GCash. What do I do?
- My GCash bills payment failed. What do I do? See all 8 articles

Source: <https://help.gcash.com/hc/en-us/categories/20497114713369>

Bills {#bills}

Path: categories/20497114713369-Bills

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Source: <https://help.gcash.com/hc/en-us/categories/20497114713369-Bills>

Borrow {#borrow}

Path: categories/20493614472729-Borrow

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GLoan

[Tap to see all articles](#)

GGives

[Tap to see all articles](#)

GCredit

[Tap to see all articles](#)

Source: <https://help.gcash.com/hc/en-us/categories/20493614472729-Borrow>

Borrow Load {#borrow-load}

Path: sections/22837621024409-Borrow-Load

ADVISORY:

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

What are the GCash Borrow Load fees I need to know about?

I have a concern with GCash Borrow Load. What do I do?

How can I repay my GCash Borrow Load?

What are the GCash Borrow Load promos available?

Can I borrow load on GCash?

I canceled my Borrow Load transaction but it still pushed through. What do I do?

GCash Borrow Load

Source: <https://help.gcash.com/hc/en-us/sections/22837621024409-Borrow-Load>

Business {#business}

Path: sections/19291332046361-Business

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

Malayan Insurance Negosyo Insure

Source: <https://help.gcash.com/hc/en-us/sections/19291332046361-Business>

Buy Load {#buy-load}

Path: sections/360004657574-Buy-Load

ADVISORY:

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

How can I cancel my scheduled mobile and broadband load autoload?

How can I schedule autoload for mobile and broadband load?

Can I buy an eSIM using GCash?

How can I activate my eSIM after buying it on GCash?

How can I use GCash to buy load?

What are the telco load convenience fees in GCash?

Source: <https://help.gcash.com/hc/en-us/sections/360004657574-Buy-Load>

Buy Load Insurance {#buy-load-insurance}

Path: articles/44941586246169-Buy-Load-Insurance

ADVISORY:

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Articles in this section

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

Promoted articles

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

Get **FREE health insurance coverage** when you purchase mobile or broadband load with your registered GCash number via Buy Load. The insurance is provided at NO cost and will expire at the end of the coverage period WITHOUT any renewal or additional charges.

Note:

Buy Load Insurance is currently available to a select number of eligible users.

Eligibility:

- Must be 18 to 65 years old
- Filipino Citizen
- Foreigners or tourists (even without permanent residence, as long as using a Philippine local telco SIM)
- With a Fully Verified GCash account
- With a purchase of mobile or broadband load using your personal GCash account Buy Load feature

Note:

You can't transfer the insurance and its coverage to others.

Insurance Coverage and Benefits

||| --- | --- || **Benefits | Limit per policy** || Accidental Death | PHP 10,000 ||
 Disablement/Dismemberment | Up to PHP 10,000*
 *depending on the body part (see table below) || Daily Hospital Income (Accident or
 Illness) (max. of 5 days) | PHP 500/day
 (max. total PHP 2,500) |

Tap on the dropdown to learn more about the insurance coverage.

Accidental death

Get payment of up to **PHP 10,000** in the event of death due to an accident. Accidental death refers to a death caused by an accident and not due to natural causes, illness, or other reasons.

Disablement or Dismemberment

This coverage includes the loss of a limb, sight, hearing, or any severe disability caused by an accident. The Disablement/Disability benefit is based on the computation listed in the table below:

||| --- | --- || **Description of Disablement | Percentage of the Sum specified in the benefit** || Loss of two limbs | 100% || Loss of both hands, or of all fingers and both thumbs | 100% || Total loss of sight of both eyes | 100% || Total paralysis | 100% || Loss of both feet | 100% || Injuries resulting in being permanently bedridden | 100% || Any other injury causing permanent total disablement | 100% || Loss of arm at or above elbow | 50% || Loss of arm between elbow and wrist | 50% || Loss of hand at wrist | 50% || Loss of four fingers and thumb of one hand | 50% || Loss of Leg - at hip | 70% || - between knee and hip | 60% || - below knee | 50% || Loss of hearing - both ears | 50% |

Daily Hospital Income (Due to Accident or Illness)

Receive a daily payment of up to **PHP 500 per day** if you are hospitalized due to an accident or illness, with a maximum benefit of 5 days (PHP 2,500 maximum benefit). This coverage applies only if the policy conditions are met.

Insurance Exclusions:

Motorcycling injuries are covered, **except** for accidents that violate traffic rules or LTO regulations. The following are **not covered**:

- **Pre-existing conditions**, including but not limited to: Asthma, Diabetes, Tuberculosis (TB), Thyroid problems, and other chronic conditions such as Heart disease, Kidney issues, and High blood pressure. Bronchial Asthma and Systemic Allergies, Chronic Obstructive Pulmonary Disease (COPD), Diabetes Mellitus, Tuberculosis, Thyroid diseases, Systemic allergies, Dysfunctional Uterine Bleeding, Chronic EENT conditions that may require surgery, Cardiovascular diseases, Chronic Cholecystitis/Cholelithiasis, Benign or malignant new growth, Endometriosis, Stroke/ Paralysis/Epilepsy, Hernia, Hemorrhoids and Fistula, Gastric or Duodenal Ulcers, Liver Cirrhosis, Kidney diseases, Blood Dyscrasias, Immunologic and Collagen diseases, Hallux Valgus and Lithiasis, Urolithiasis and Glomerulonephritis, Hypertension of whatever etiology.

- **Communicable diseases** declared by the government.

Insurance Validity:

The validity of this insurance will start on the day the load is applied and will end based on the load amount as shown in the table below:

GCASH BUY LOAD AMOUNT (PESO)	PERIOD OF COVERAGE
1.00 - 65.00	3 days 66.00 - 150.00 7 days 151.00 - 450.00 15 days 451.00 & up 30 days

Insurance Stackability

You can combine the benefits of FPG Insurance, as long as you qualify for each one according to the table below:

GCASH BUY LOAD AMOUNT PERIOD OF COVERAGE (DAYS)	ACCIDENTAL DEATH COVERAGE
1 to 65 3 PHP 10,000.00	66 to 150 7
151 to 450 15	451 and above 30

- You are allowed up to three (3) eligible load purchases with corresponding insurance coverages. Accidental life benefits are stackable up to three times (max. PHP 30,000), while the disablement/dismemberment and hospital confinement benefits are non-stackable
- You are only allowed a maximum of three (3) insurance policies at any given time
- You may only get a new insurance cover through a new buy load purchase once your active policies is less than 3
- The maximum amount you can receive for accidental death is PHP 30,000. **(Maximum of 3 active policies per user)**
- The Hospital Confinement benefit provides PHP 500 per day, lasting up to 5 days (PHP 2,500 max. benefit) under one insurance coverage.
- The Disablement/Disability benefit depends on the lost body part, insured can get up to PHP 10,000.

Example of Stackability

Check the example below to know how you may be able to stack your benefits:

Scenario A

You purchased a prepaid load using your personal GCash account **five (5) times within 24 days.**

- **Transaction 1 (September 1)** – You bought a load worth PHP 99. This transaction comes with free insurance valid for seven (7) days.
- **Transaction 2 (September 8)** – You bought a load worth PHP 299. This includes free insurance valid for fifteen (15) days.
- **Transaction 3 (September 8)** – On the same day, you bought PHP 50 worth of load. Your purchase comes with free insurance valid for three (3) days.
- **Transaction 4 (September 16)** – You bought a load worth PHP 99 again. This transaction qualifies for free insurance that is valid for seven (7) days.
- **Transaction 5 (September 18)** – You bought PHP 99 worth of load. This transaction qualifies for free insurance valid for seven (7) days **since your previous free insurance expired on September 10.**

Benefits that can be claimed for Scenario A:

You were confined in the hospital due to illness from September 15 to September 17. If, unfortunately, you passed away due to an accident on September 18:

- Hospital Confinement Benefit: You will receive a 3-day hospital confinement benefit equivalent to PHP 1,500 for illness-related confinement.
- Accidental Death Benefit: You will receive PHP 30,000 due to accidental death.
- Total Benefit: Your beneficiary will then receive a total amount of **PHP 31,500 from the free insurance.**

Scenario B

In a different scenario, you bought a prepaid load using your personal GCash account five (5) times within 24 days.

- **Transaction 1 (September 1)** – You bought a load worth PHP 99. This transaction comes with free insurance valid for seven (7) days.
- **Transaction 2 (September 8)** – You bought a load worth PHP 299. This includes free insurance valid for fifteen (15) days.
- **Transaction 3 (September 8)** – On the same day, you made another purchase of PHP 299 load. This transaction also comes with free insurance valid for fifteen (15) days.
- **Transaction 4 (September 16)** – You bought a load worth PHP 99 again. This qualifies for free insurance valid for seven (7) days.
- **Transaction 5 (September 18)** – You purchased PHP 99 worth of load, **but this transaction is no longer eligible for free insurance since you already have three (3) active policies from Transactions 2, 3, and 4.**

Note: Your free insurance is dependent on your number of active policies.

Benefits that can be claimed for Scenario B:

You were confined in the hospital due to an accident on September 18 and passed away on September 21.

- Hospital Confinement Benefit: You will receive a 4-day hospital confinement benefit amounting to PHP 2,000.
- Accidental Death Benefit: You will receive an additional PHP 30,000 due to death.
- Total Benefit: Your beneficiary will receive a total amount of PHP 32,000 from the free insurance.

How to process your claims:

Various benefits (for example, hospitalization leading to disability) can be claimed simultaneously as long as you qualify for each benefit according to the terms and conditions of the policy.

To file and process your claims, follow the steps below:

1. Go to the [FPG Claims Portal](#) and directly submit your claim
2. Complete the required details for your claim on the FPG Insurance claims notification page. Make sure all required documents are complete (claim notification must be given **15 days from time of accident**).

Claims requirements:

Please submit complete claims documents within **60 days** from time of accident

A. General Requirements

- Duly Accomplished Personal Accident Claim Notification Form A & B (Required)
- Accident Report (in the absence of accomplished PA Claim Notification Form)
- Police/Investigation Report (for Vehicular Accident, Unprovoked Murder & Assault, Acc. Death) (if necessary)
- Affidavit of Accident (if necessary)
- Medical Certificate (if Form B of PA Claim Form is not accomplished)

B. Death Claim

- Death Certificate
- Birth Certificate
- Certified True Copy of Marriage Certificate (if applicable)
- Certified True Copy of Birth Certificate of Children (if applicable)
- Admitting History, operating room record, discharge summary & other Diagnostic/Laboratory Results
- Autopsy report (if necessary)

C. Disability/ Disablement Claim

- Accomplished Disability Form
- MRI/CT Scan Result (if applicable/necessary)
- Hospital Admitting History and Physical Examination
- Certified Clinical Summary

D. Daily Hospital Income

- Hospital Admitting History stating number of days of confinement and diagnosis
3. Once your claim is evaluated, you will receive your filed claim status through SMS or email notification.

Claim benefit pay-out will reflect in your GCash Wallet within **8 working days** from filing.

- [Load Plus Health Insurance Policy.pdf 900 KB Download](#)

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Oona Big 3 Critical Illness Insurance

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

44941586246169

Source: <https://help.gcash.com/hc/en-us/articles/44941586246169-Buy-Load-Insurance>

Buy and Sell funds with GFunds {#buy-and-sell-funds-with-gfunds}

Path: sections/30829679552281-Buy-and-Sell-funds-with-GFunds

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[How can I buy funds in GFunds?](#)

[How can I sell/withdraw funds from GFunds?](#)

[How do I schedule automatic investments in GFunds?](#)

[How do I track my pending Buy and Sell orders in GFunds?](#)

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

Source: <https://help.gcash.com/hc/en-us/sections/30829679552281-Buy-and-Sell-funds-with-GFunds>

Buy and sell crypto via GCrypto {#buy-and-sell-crypto-via-gcrypto}

Path: sections/31268565735193-Buy-and-sell-crypto-via-GCrypto

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[How do I use limit orders in GCrypto?](#)

[How do I check the status of my GCrypto order?](#)

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

[What are the minimum and maximum limits for an order in GCrypto?](#)

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

Source: <https://help.gcash.com/hc/en-us/sections/31268565735193-Buy-and-sell-crypto-via-GCrypto>

Buy or Sell Philippine Stocks via GStocks PH {#buy-or-sell-philippine-stocks-via-gstocks-ph}

Path: sections/12859299873049-Buy-or-Sell-Philippine-Stocks-via-GStocks-PH

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

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

[How do I check the status of my GStocks PH order?](#)

[How can I change or cancel my GStocks PH order?](#)

[What are the GStocks PH buy and sell fees I need to know about?](#)

[What is the minimum quantity for a buy order in GStocks PH?](#)

Source: <https://help.gcash.com/hc/en-us/sections/12859299873049-Buy-or-Sell-Philippine-Stocks-via-GStocks-PH>

CIMB PH Earn More Promo {#cimb-ph-earn-more-promo}

Path: articles/45779824825241-CIMB-PH-Earn-More-Promo

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Articles in this section

- [GCash Cards Dota 2 Experience 2025 Raffle](#)
- [Fuse Summer Promo 2025](#)
- [Sulong Kaagapay UNAHCO Cashback Promo](#)
- [GCrypto Rebate Promo](#)
- [CIMB PH – Earn More Promo](#)
- [Move It Summer Promo 2025](#)

- [GCash Summer 2025 Promo](#)
- [Lucky Pay Bills Promo](#)
- [HODL and Win USDC Promo](#)
- [Load Voucher Promo for Verification](#)

[See more](#)

Promoted articles

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

Enjoy more from your savings! With the **CIMB PH – Earn More Promo**, you can earn a base interest of **3% to 12% interest per annum** on your **GSave by CIMB Bank** account when you grow your Average Daily Balance.

Promo Period:

April 1 to April 30, 2025

Who can join?

You're eligible to join the CIMB PH - Earn More Promo if:

- You have an **active and unblocked** UpSave or GSave account with CIMB Bank PH.
- You're a **new or existing** CIMB Bank PH customer.

Note: Other CIMB accounts are **not** eligible for this promo.

How to join:

1. Make sure you have an eligible account (UpSave or GSave).
2. Grow your ADB during the promo period.
3. That's it! Interest is **automatically credited** if you qualify.

There's no cap on ADB growth – the more you save, the more you earn!

How Do I Calculate My Interest with the CIMB PH – Earn More Promo?

To estimate how much you'll earn from the promo, you'll need to understand how your **Average Daily Balance (ADB)** works and how the interest is applied.

Step-by-step guide:

1. **Calculate your ADB:**

- Add your daily balances for the month.
 - Divide by the number of days in that month.

2. Apply the interest rates:

- You'll earn a **base rate** of 3% p.a.
 - If you **grow your ADB**, you'll receive **additional interest** on top.

Check out the table below for more information:

Applies to all Balances (No Cap and condition) | *3.00% p.a. | Interest will be applied on the customer's total ADB || Grow ADB by at least PHP 1,000 (No Cap) | +1.00% p.a. | Interest will only be applied on the customer's total ADB growth for each campaign month, NO ADB GROWTH CAP! || Grow ADB by at least PHP 5,000 (No Cap) | +2.00% p.a. || Grow ADB by at least PHP 10,000 (No Cap) | +2.50% p.a. || Grow ADB by at least PHP 50,000 (No Cap) | +3.50% p.a. |

Example:

- ADB: PHP 10,000 → Earns 3% p.a. (base)
 - Grew ADB vs. previous month by PHP 5,000 → Earns additional 3% p.a.

Your total interest will be calculated based on these figures.

Why Hasn't My Interest Been Credited Yet?

Please wait **up to 14 business days** after the promo month ends for your interest to be credited.

Why is My Interest Lower Than Expected?

If the interest you received seems lower than what you were expecting, here are a few common reasons:

- Your **ADB** was calculated incorrectly.
 - You used **non-qualifying cash-in methods** (Bank Transfers within account of customer or within CIMB Bank Accounts).

Need more Help?

If you have any other questions about the promo, please contact CIMB directly at #2462. Support hours are from 6:00 AM to 10:00 PM daily.

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GCrypto Rebate Promo

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Move It Summer Promo 2025

- [GCash Cards Dota 2 Experience 2025 Raffle](#)
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- [Where can I check GCash Promos?](#)
- [View and use vouchers via Voucher Pocket](#)
- [I don't want to receive SMS of GCash offers and promos](#)

45779824825241

Source: <https://help.gcash.com/hc/en-us/articles/45779824825241-CIMB-PH-Earn-More-Promo>

Can GCash QR Payments be used in other countries {#can-gcash-qr-payments-be-used-in-other-countries}

Path: articles/7540023800601-Can-GCash-QR-Payments-be-used-in-other-countries

ADVISORY:

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Articles in this section

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

Promoted articles

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

YES, Fully Verified GCash users can use GCash QR for payments in select countries outside the Philippines if the merchant is a partner of Alipay+.

Here's an example of a QR code where you can pay with your GCash outside of the Philippines.

Tap here to see the full list of countries that accept GCash QR payments

Note: Before paying, please make sure that the merchant is a partner of Alipay+

1. Australia
2. Austria
3. Belgium
4. Bulgaria
5. Cambodia
6. China
7. Croatia
8. Cyprus (Republic of Cyprus)
9. Czech Republic
10. Denmark
11. Estonia
12. Finland
13. France
14. Germany
15. Greece
16. Hong Kong
17. Hungary
18. Iceland
19. Ireland
20. Italy
21. Japan
22. Laos
23. Latvia
24. Liechtenstein
25. Lithuania
26. Luxembourg
27. Macao
28. Malaysia
29. Malta
30. Mongolia
31. Nepal
32. Netherlands
33. New Zealand
34. Norway
35. Poland
36. Portugal
37. Qatar
38. Romania
39. San Marino
40. Singapore (Must be a Filipino GCash user)
41. Slovakia
42. Slovenia
43. South Korea
44. Spain
45. Sweden
46. Switzerland
47. Thailand

- 48. Turkey
- 49. United Arab Emirates
- 50. United Kingdom
- 51. United States of America

Need more Help?

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

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

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7540023800601

Source: <https://help.gcash.com/hc/en-us/articles/7540023800601-Can-GCash-QR-Payments-be-used-in-other-countries>

Can GCash deliver my GCash Card to my location {#can-gcash-deliver-my-gcash-card-to-my-location}

Path: articles/21043404386585-Can-GCash-deliver-my-GCash-Card-to-my-location

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Articles in this section

- [What can I do with my GCash VISA/Mastercard Card?](#)

- [How can I order a GCash VISA Card?](#)
- [Can GCash deliver my GCash Card to my location?](#)
- [How do I withdraw cash using my GCash VISA/Mastercard Card?](#)
- [GCash Card Fast FAQS](#)

Promoted articles

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

GCash can deliver the GCash Card only to specific serviceable areas.

If you cannot find your address in the Card Order Form, it means that your area is not serviceable by our courier. Please choose a different delivery address.

Note: The list is subject to change without prior notice.

| Area | Region | Province | City / Municipality | Zip Code | | --- | --- | --- | --- | --- | | Luzon
| Region I (Ilocos Region) | Ilocos Norte | Adams | 2922 | | Luzon | Region I (Ilocos
Region) | Ilocos Norte | Bacarra | 2916 | | Luzon | Region I (Ilocos Region) | Ilocos Norte |
Baboc | 2904 | | Luzon | Region I (Ilocos Region) | Ilocos Norte | Bangui | 2920 | | Luzon |
Region I (Ilocos Region) | Ilocos Norte | Batac City | 2906 | | Luzon | Region I (Ilocos
Region) | Ilocos Norte | Burgos | 2918 | | Luzon | Region I (Ilocos Region) | Ilocos Norte |
Carasi | 2911 | | Luzon | Region I (Ilocos Region) | Ilocos Norte | Currimao | 2903 | |
Luzon | Region I (Ilocos Region) | Ilocos Norte | Dingras | 2913 | | Luzon | Region I
(Ilocos Region) | Ilocos Norte | Dumalneg | 2921 | | Luzon | Region I (Ilocos Region) |
Ilocos Norte | Banna (Espiritu) | 2908 | | Luzon | Region I (Ilocos Region) | Ilocos Norte |
Laoag City | 2900 | | Luzon | Region I (Ilocos Region) | Ilocos Norte | Marcos | 2907 | |
Luzon | Region I (Ilocos Region) | Ilocos Norte | Nueva Era | 2909 | | Luzon | Region I
(Ilocos Region) | Ilocos Norte | Pagudpud | 2919 | | Luzon | Region I (Ilocos Region) |
Ilocos Norte | Paoay | 2902 | | Luzon | Region I (Ilocos Region) | Ilocos Norte | Pasuquin |
2917 | | Luzon | Region I (Ilocos Region) | Ilocos Norte | Piddig | 2912 | | Luzon | Region I
(Ilocos Region) | Ilocos Norte | Pinili | 2905 | | Luzon | Region I (Ilocos Region) | Ilocos
Norte | San Nicolas | 2901 | | Luzon | Region I (Ilocos Region) | Ilocos Norte | Sarrat |
2914 | | Luzon | Region I (Ilocos Region) | Ilocos Norte | Solsona | 2910 | | Luzon | Region
I (Ilocos Region) | Ilocos Norte | Vintar | 2915 | | Luzon | Region I (Ilocos Region) | Ilocos
Sur | Alilem | 2716 | | Luzon | Region I (Ilocos Region) | Ilocos Sur | Banayoyo | 2708 | |
Luzon | Region I (Ilocos Region) | Ilocos Sur | Bantay | 2727 | | Luzon | Region I (Ilocos
Region) | Ilocos Sur | Cabugao | 2732 | | Luzon | Region I (Ilocos Region) | Ilocos Sur |
Candon City | 2710 | | Luzon | Region I (Ilocos Region) | Ilocos Sur | Caoayan | 2702 | |
Luzon | Region I (Ilocos Region) | Ilocos Sur | Cervantes | 2718 | | Luzon | Region I
(Ilocos Region) | Ilocos Sur | Galimuyod | 2709 | | Luzon | Region I (Ilocos Region) |
Ilocos Sur | Gregorio Del Pilar (Concepcion) | 2720 | | Luzon | Region I (Ilocos Region) |
Ilocos Sur | Lidlida | 2723 | | Luzon | Region I (Ilocos Region) | Ilocos Sur | Magsingal |
2730 | | Luzon | Region I (Ilocos Region) | Ilocos Sur | Nagbukel | 2725 | | Luzon | Region
I (Ilocos Region) | Ilocos Sur | Narvacan | 2704 | | Luzon | Region I (Ilocos Region) |
Ilocos Sur | Quirino (Angkaki) | 2721 | | Luzon | Region I (Ilocos Region) | Ilocos Sur |
Salcedo (Baugen) | 2711 | | Luzon | Region I (Ilocos Region) | Ilocos Sur | San Emilio |
2722 | | Luzon | Region I (Ilocos Region) | Ilocos Sur | San Esteban | 2706 | | Luzon |
Region I (Ilocos Region) | Ilocos Sur | San Ildefonso | 2728 | | Luzon | Region I (Ilocos
Region) | Ilocos Sur | San Juan (Lapog) | 2731 | | Luzon | Region I (Ilocos Region) | Ilocos
Sur | San Vicente | 2726 | | Luzon | Region I (Ilocos Region) | Ilocos Sur | Santa | 2703 | |

Luzon | Region I (Ilocos Region) | Ilocos Sur | Santa Catalina | 2701 || Luzon | Region I (Ilocos Region) | Ilocos Sur | Santa Cruz | 2713 || Luzon | Region I (Ilocos Region) | Ilocos Sur | Santa Lucia | 2712 || Luzon | Region I (Ilocos Region) | Ilocos Sur | Santa Maria | 2705 || Luzon | Region I (Ilocos Region) | Ilocos Sur | Santiago | 2707 || Luzon | Region I (Ilocos Region) | Ilocos Sur | Santo Domingo | 2729 || Luzon | Region I (Ilocos Region) | Ilocos Sur | Sigay | 2719 || Luzon | Region I (Ilocos Region) | Ilocos Sur | Sinait | 2733 || Luzon | Region I (Ilocos Region) | Ilocos Sur | Sugpon | 2717 || Luzon | Region I (Ilocos Region) | Ilocos Sur | Suyo | 2715 || Luzon | Region I (Ilocos Region) | Ilocos Sur | Tagudin | 2714 || Luzon | Region I (Ilocos Region) | Ilocos Sur | Vigan City | 2700 || Luzon | Region I (Ilocos Region) | La Union | Agoo | 2504 || Luzon | Region I (Ilocos Region) | La Union | Aringay | 2503 || Luzon | Region I (Ilocos Region) | La Union | Bacnotan | 2515 || Luzon | Region I (Ilocos Region) | La Union | Bagulin | 2512 || Luzon | Region I (Ilocos Region) | La Union | Balaoran | 2517 || Luzon | Region I (Ilocos Region) | La Union | Bangar | 2519 || Luzon | Region I (Ilocos Region) | La Union | Bauang | 2501 || Luzon | Region I (Ilocos Region) | La Union | Caba | 2502 || Luzon | Region I (Ilocos Region) | La Union | Luna | 2518 || Luzon | Region I (Ilocos Region) | La Union | Naguilian | 2511 || Luzon | Region I (Ilocos Region) | La Union | Pugo | 2508 || Luzon | Region I (Ilocos Region) | La Union | Rosario | 2506 || Luzon | Region I (Ilocos Region) | La Union | San Fernando City | 2500 || Luzon | Region I (Ilocos Region) | La Union | San Gabriel | 2513 || Luzon | Region I (Ilocos Region) | La Union | San Juan | 2514 || Luzon | Region I (Ilocos Region) | La Union | Santo Tomas | 2505 || Luzon | Region I (Ilocos Region) | La Union | Santol | 2516 || Luzon | Region I (Ilocos Region) | La Union | Sudipen | 2520 || Luzon | Region I (Ilocos Region) | La Union | Tubao | 2509 || Luzon | Region I (Ilocos Region) | Pangasinan | Agno | 2408 || Luzon | Region I (Ilocos Region) | Pangasinan | Aguilar | 2415 || Luzon | Region I (Ilocos Region) | Pangasinan | Alaminos City | 2404 || Luzon | Region I (Ilocos Region) | Pangasinan | Alcala | 2425 || Luzon | Region I (Ilocos Region) | Pangasinan | Anda | 2405 || Luzon | Region I (Ilocos Region) | Pangasinan | Asingan | 2439 || Luzon | Region I (Ilocos Region) | Pangasinan | Balungao | 2442 || Luzon | Region I (Ilocos Region) | Pangasinan | Bani | 2407 || Luzon | Region I (Ilocos Region) | Pangasinan | Basista | 2422 || Luzon | Region I (Ilocos Region) | Pangasinan | Bautista | 2424 || Luzon | Region I (Ilocos Region) | Pangasinan | Bayambang | 2423 || Luzon | Region I (Ilocos Region) | Pangasinan | Binalonan | 2436 || Luzon | Region I (Ilocos Region) | Pangasinan | Binmaley | 2417 || Luzon | Region I (Ilocos Region) | Pangasinan | Bolinao | 2406 || Luzon | Region I (Ilocos Region) | Pangasinan | Bugallon | 2416 || Luzon | Region I (Ilocos Region) | Pangasinan | Calasiao | 2418 || Luzon | Region I (Ilocos Region) | Pangasinan | Dagupan City | 2400 || Luzon | Region I (Ilocos Region) | Pangasinan | Dasol | 2411 || Luzon | Region I (Ilocos Region) | Pangasinan | Infanta | 2412 || Luzon | Region I (Ilocos Region) | Pangasinan | Labrador | 2402 || Luzon | Region I (Ilocos Region) | Pangasinan | Lingayen | 2401 || Luzon | Region I (Ilocos Region) | Pangasinan | Mabini | 2409 || Luzon | Region I (Ilocos Region) | Pangasinan | Malasiqui | 2421 || Luzon | Region I (Ilocos Region) | Pangasinan | Manaoag | 2430 || Luzon | Region I (Ilocos Region) | Pangasinan | Mangaldan | 2432 || Luzon | Region I (Ilocos Region) | Pangasinan | Mangatarem | 2413 || Luzon | Region I (Ilocos Region) | Pangasinan | Mapandan | 2429 || Luzon | Region I (Ilocos Region) | Pangasinan | Natividad | 2446 || Luzon | Region I (Ilocos Region) | Pangasinan | Pozorrubio | 2435 || Luzon | Region I (Ilocos Region) | Pangasinan | Rosales | 2441 || Luzon | Region I (Ilocos Region) | Pangasinan | San Carlos City | 2420 || Luzon | Region I (Ilocos Region) | Pangasinan | San Fabian | 2433 || Luzon | Region I (Ilocos Region) | Pangasinan | San Jacinto | 2431 || Luzon | Region I (Ilocos Region) | Pangasinan | San Manuel | 2438 || Luzon | Region I (Ilocos Region) | Pangasinan | San Quintin | 2444 || Luzon | Region I (Ilocos Region) | Pangasinan | Santa Barbara | 2419 || Luzon | Region I (Ilocos Region) | Pangasinan | Sison | 2434 || Luzon | Region I (Ilocos Region) | Pangasinan | Sual | 2403 || Luzon | Region I (Ilocos Region) | Pangasinan | Tayug | 2445 || Luzon | Region I (Ilocos Region) | Pangasinan | Umingan | 2443 || Luzon | Region I

(Ilocos Region) | Pangasinan | Urbiztondo | 2414 || Luzon | Region I (Ilocos Region) | Pangasinan | Urdaneta City | 2428 || Luzon | Region I (Ilocos Region) | Pangasinan | Villasis | 2427 || Luzon | Region I (Ilocos Region) | Pangasinan | Laoac | 2437 || Luzon | Region II (Cagayan Valley) | Batanes | Basco | 3900 || Luzon | Region II (Cagayan Valley) | Batanes | Ivana | 3902 || Luzon | Region II (Cagayan Valley) | Batanes | Uyugan | 3903 || Luzon | Region II (Cagayan Valley) | Cagayan | Abulug | 3517 || Luzon | Region II (Cagayan Valley) | Cagayan | Allacapan | 3523 || Luzon | Region II (Cagayan Valley) | Cagayan | Amulung | 3505 || Luzon | Region II (Cagayan Valley) | Cagayan | Aparri | 3515 || Luzon | Region II (Cagayan Valley) | Cagayan | Baggao | 3506 || Luzon | Region II (Cagayan Valley) | Cagayan | Ballesteros | 3516 || Luzon | Region II (Cagayan Valley) | Cagayan | Buguey | 3511 || Luzon | Region II (Cagayan Valley) | Cagayan | Calayan | 3520 || Luzon | Region II (Cagayan Valley) | Cagayan | Camalaniugan | 3510 || Luzon | Region II (Cagayan Valley) | Cagayan | Claveria | 3519 || Luzon | Region II (Cagayan Valley) | Cagayan | Enrile | 3501 || Luzon | Region II (Cagayan Valley) | Cagayan | Gattaran | 3508 || Luzon | Region II (Cagayan Valley) | Cagayan | Gonzaga | 3513 || Luzon | Region II (Cagayan Valley) | Cagayan | Iguig | 3504 || Luzon | Region II (Cagayan Valley) | Cagayan | Lal-Lo | 3509 || Luzon | Region II (Cagayan Valley) | Cagayan | Lasam | 3524 || Luzon | Region II (Cagayan Valley) | Cagayan | Pamplona | 3522 || Luzon | Region II (Cagayan Valley) | Cagayan | Penablanca | 3502 || Luzon | Region II (Cagayan Valley) | Cagayan | Piat | 3527 || Luzon | Region II (Cagayan Valley) | Cagayan | Rizal | 3526 || Luzon | Region II (Cagayan Valley) | Cagayan | Sanchez Mira | 3518 || Luzon | Region II (Cagayan Valley) | Cagayan | Santa Ana | 3514 || Luzon | Region II (Cagayan Valley) | Cagayan | Santa Praxedes | 3521 || Luzon | Region II (Cagayan Valley) | Cagayan | Santa Teresita | 3512 || Luzon | Region II (Cagayan Valley) | Cagayan | Santo Nino (Faire) | 3525 || Luzon | Region II (Cagayan Valley) | Cagayan | Solana | 3503 || Luzon | Region II (Cagayan Valley) | Cagayan | Tuao | 3528 || Luzon | Region II (Cagayan Valley) | Cagayan | Tuguegarao City | 3500 || Luzon | Region II (Cagayan Valley) | Isabela | Alicia | 3306 || Luzon | Region II (Cagayan Valley) | Isabela | Angadanan | 3307 || Luzon | Region II (Cagayan Valley) | Isabela | Aurora | 3316 || Luzon | Region II (Cagayan Valley) | Isabela | Benito Soliven | 3331 || Luzon | Region II (Cagayan Valley) | Isabela | Cabagan | 3328 || Luzon | Region II (Cagayan Valley) | Isabela | Cabatuan | 3315 || Luzon | Region II (Cagayan Valley) | Isabela | Cauayan City | 3305 || Luzon | Region II (Cagayan Valley) | Isabela | Cordon | 3312 || Luzon | Region II (Cagayan Valley) | Isabela | Divilacan | 3335 || Luzon | Region II (Cagayan Valley) | Isabela | Echague | 3309 || Luzon | Region II (Cagayan Valley) | Isabela | Gamu | 3301 || Luzon | Region II (Cagayan Valley) | Isabela | Jones | 3313 || Luzon | Region II (Cagayan Valley) | Isabela | Maconaon | 3333 || Luzon | Region II (Cagayan Valley) | Isabela | Delfin Albano (Magsaysay) | 3326 || Luzon | Region II (Cagayan Valley) | Isabela | Mallig | 3323 || Luzon | Region II (Cagayan Valley) | Isabela | Palanan | 3334 || Luzon | Region II (Cagayan Valley) | Isabela | Quezon | 3324 || Luzon | Region II (Cagayan Valley) | Isabela | Quirino | 3321 || Luzon | Region II (Cagayan Valley) | Isabela | Ramon | 3319 || Luzon | Region II (Cagayan Valley) | Isabela | Reina Mercedes | 3303 || Luzon | Region II (Cagayan Valley) | Isabela | Roxas | 3320 || Luzon | Region II (Cagayan Valley) | Isabela | San Agustin | 3314 || Luzon | Region II (Cagayan Valley) | Isabela | San Guillermo | 3308 || Luzon | Region II (Cagayan Valley) | Isabela | San Isidro | 3310 || Luzon | Region II (Cagayan Valley) | Isabela | San Mariano | 3332 || Luzon | Region II (Cagayan Valley) | Isabela | San Mateo | 3318 || Luzon | Region II (Cagayan Valley) | Isabela | San Pablo | 3329 || Luzon | Region II (Cagayan Valley) | Isabela | Santiago City | 3311 || Luzon | Region II (Cagayan Valley) | Isabela | Tumauini | 3325 || Luzon | Region II (Cagayan Valley) | Nueva Vizcaya | Ambaguio | 3701 || Luzon | Region II (Cagayan Valley) | Nueva Vizcaya | Aritao | 3704 || Luzon | Region II (Cagayan Valley) | Nueva Vizcaya | Bagabag | 3711 || Luzon | Region II (Cagayan Valley) | Nueva Vizcaya | Bambang | 3702 || Luzon | Region II (Cagayan Valley) | Nueva Vizcaya | Bayombong | 3700 || Luzon | Region II

(Cagayan Valley) | Nueva Vizcaya | Diadi | 3712 || Luzon | Region Ii (Cagayan Valley) | Nueva Vizcaya | Dupax Del Norte | 3706 || Luzon | Region Ii (Cagayan Valley) | Nueva Vizcaya | Dupax Del Sur | 3707 || Luzon | Region Ii (Cagayan Valley) | Nueva Vizcaya | Kasibu | 3703 || Luzon | Region Ii (Cagayan Valley) | Nueva Vizcaya | Kayapa | 3708 || Luzon | Region Ii (Cagayan Valley) | Nueva Vizcaya | Santa Fe | 3705 || Luzon | Region Ii (Cagayan Valley) | Nueva Vizcaya | Solano | 3709 || Luzon | Region Ii (Cagayan Valley) | Nueva Vizcaya | Villaverde | 3710 || Luzon | Region Ii (Cagayan Valley) | Nueva Vizcaya | Alfonso Castaneda | 3714 || Luzon | Region Ii (Cagayan Valley) | Quirino | Aglipay | 3403 || Luzon | Region Ii (Cagayan Valley) | Quirino | Cabarroguis | 3400 || Luzon | Region Ii (Cagayan Valley) | Quirino | Diffun | 3401 || Luzon | Region Ii (Cagayan Valley) | Quirino | Maddela | 3404 || Luzon | Region Ii (Cagayan Valley) | Quirino | Saguday | 3402 || Luzon | Region III (Central Luzon) | Bataan | Abucay | 2114 || Luzon | Region III (Central Luzon) | Bataan | Bagac | 2107 || Luzon | Region III (Central Luzon) | Bataan | Balanga City | 2100 || Luzon | Region III (Central Luzon) | Bataan | Dinalupihan | 2110 || Luzon | Region III (Central Luzon) | Bataan | Hermosa | 2111 || Luzon | Region III (Central Luzon) | Bataan | Limay | 2103 || Luzon | Region III (Central Luzon) | Bataan | Mariveles | 2105 || Luzon | Region III (Central Luzon) | Bataan | Morong | 2108 || Luzon | Region III (Central Luzon) | Bataan | Orani | 2112 || Luzon | Region III (Central Luzon) | Bataan | Orion | 2102 || Luzon | Region III (Central Luzon) | Bataan | Pilar | 2101 || Luzon | Region III (Central Luzon) | Bataan | Samal | 2113 || Luzon | Region III (Central Luzon) | Bulacan | Angat | 3012 || Luzon | Region III (Central Luzon) | Bulacan | Balagtas (Bigaa) | 3016 || Luzon | Region III (Central Luzon) | Bulacan | Baliuag | 3006 || Luzon | Region III (Central Luzon) | Bulacan | Bocaue | 3018 || Luzon | Region III (Central Luzon) | Bulacan | Bulacan | 3017 || Luzon | Region III (Central Luzon) | Bulacan | Bustos | 3007 || Luzon | Region III (Central Luzon) | Bulacan | Calumpit | 3003 || Luzon | Region III (Central Luzon) | Bulacan | Guiguinto | 3015 || Luzon | Region III (Central Luzon) | Bulacan | Hagonoy | 3002 || Luzon | Region III (Central Luzon) | Bulacan | Malolos City | 3000 || Luzon | Region III (Central Luzon) | Bulacan | Marilao | 3019 || Luzon | Region III (Central Luzon) | Bulacan | Meycauayan City | 3020 || Luzon | Region III (Central Luzon) | Bulacan | Norzagaray | 3013 || Luzon | Region III (Central Luzon) | Bulacan | Obando | 3021 || Luzon | Region III (Central Luzon) | Bulacan | Pandi | 3014 || Luzon | Region III (Central Luzon) | Bulacan | Paombong | 3001 || Luzon | Region III (Central Luzon) | Bulacan | Plaridel | 3004 || Luzon | Region III (Central Luzon) | Bulacan | Pulilan | 3005 || Luzon | Region III (Central Luzon) | Bulacan | San Jose Del Monte City | 3024 || Luzon | Region III (Central Luzon) | Bulacan | San Miguel | 3011 || Luzon | Region III (Central Luzon) | Bulacan | San Rafael | 3008 || Luzon | Region III (Central Luzon) | Bulacan | Dona Remedios Trinidad | 3009 || Luzon | Region III (Central Luzon) | Nueva Ecija | Aliaga | 3111 || Luzon | Region III (Central Luzon) | Nueva Ecija | Bongabon | 3128 || Luzon | Region III (Central Luzon) | Nueva Ecija | Cabanatuan City | 3100 || Luzon | Region III (Central Luzon) | Nueva Ecija | Cabiao | 3107 || Luzon | Region III (Central Luzon) | Nueva Ecija | Carranglan | 3123 || Luzon | Region III (Central Luzon) | Nueva Ecija | Cuyapo | 3117 || Luzon | Region III (Central Luzon) | Nueva Ecija | Gabaldon (Bitulok & Sabani) | 3131 || Luzon | Region III (Central Luzon) | Nueva Ecija | Gapan City | 3105 || Luzon | Region III (Central Luzon) | Nueva Ecija | General Mamerto Natividad | 3125 || Luzon | Region III (Central Luzon) | Nueva Ecija | General Tinio (Papaya) | 3104 || Luzon | Region III (Central Luzon) | Nueva Ecija | Guimba | 3115 || Luzon | Region III (Central Luzon) | Nueva Ecija | Jaen | 3109 || Luzon | Region III (Central Luzon) | Nueva Ecija | Laur | 3129 || Luzon | Region III (Central Luzon) | Nueva Ecija | Licab | 3112 || Luzon | Region III (Central Luzon) | Nueva Ecija | Llanera | 3126 || Luzon | Region III (Central Luzon) | Nueva Ecija | Lupao | 3122 || Luzon | Region III (Central Luzon) | Nueva Ecija | Science City Of Munoz | 3119 || Luzon | Region III (Central Luzon) | Nueva Ecija | Nampicuan | 3116 || Luzon | Region III (Central Luzon) | Nueva Ecija | Palayan City | 3132 || Luzon | Region III (Central Luzon) | Nueva Ecija | Pantabangan | 3124 || Luzon | Region III (Central Luzon) | Nueva Ecija |

Penaranda | 3103 || Luzon | Region Iii (Central Luzon) | Nueva Ecija | San Antonio | 3108
|| Luzon | Region Iii (Central Luzon) | Nueva Ecija | San Jose City | 3121 || Luzon |
Region Iii (Central Luzon) | Nueva Ecija | San Leonardo | 3102 || Luzon | Region Iii
(Central Luzon) | Nueva Ecija | Santa Rosa | 3101 || Luzon | Region Iii (Central Luzon) |
Nueva Ecija | Talavera | 3114 || Luzon | Region Iii (Central Luzon) | Nueva Ecija |
Talugtug | 3118 || Luzon | Region Iii (Central Luzon) | Nueva Ecija | Zaragoza | 3110 ||
Luzon | Region Iii (Central Luzon) | Pampanga | Angeles City | 2009 || Luzon | Region Iii
(Central Luzon) | Pampanga | Apalit | 2016 || Luzon | Region Iii (Central Luzon) |
Pampanga | Arayat | 2012 || Luzon | Region Iii (Central Luzon) | Pampanga | Bacolor |
2001 || Luzon | Region Iii (Central Luzon) | Pampanga | Candaba | 2013 || Luzon |
Region Iii (Central Luzon) | Pampanga | Floridablanca | 2006 || Luzon | Region Iii
(Central Luzon) | Pampanga | Guagua | 2003 || Luzon | Region Iii (Central Luzon) |
Pampanga | Lubao | 2005 || Luzon | Region Iii (Central Luzon) | Pampanga | Mabalacat
City | 2010 || Luzon | Region Iii (Central Luzon) | Pampanga | Macabebe | 2018 || Luzon
| Region Iii (Central Luzon) | Pampanga | Magalang | 2011 || Luzon | Region Iii (Central
Luzon) | Pampanga | Masantol | 2017 || Luzon | Region Iii (Central Luzon) | Pampanga |
Mexico | 2021 || Luzon | Region Iii (Central Luzon) | Pampanga | Minalin | 2019 || Luzon
| Region Iii (Central Luzon) | Pampanga | Porac | 2008 || Luzon | Region Iii (Central
Luzon) | Pampanga | San Luis | 2014 || Luzon | Region Iii (Central Luzon) | Pampanga |
San Simon | 2015 || Luzon | Region Iii (Central Luzon) | Pampanga | Santa Rita | 2002 ||
Luzon | Region Iii (Central Luzon) | Pampanga | Sasmuan (Sexmoan) | 2004 || Luzon |
Region Iii (Central Luzon) | Tarlac | Anao | 2310 || Luzon | Region Iii (Central Luzon) |
Tarlac | Bamban | 2317 || Luzon | Region Iii (Central Luzon) | Tarlac | Camiling | 2306 ||
Luzon | Region Iii (Central Luzon) | Tarlac | Capas | 2315 || Luzon | Region Iii (Central
Luzon) | Tarlac | Concepcion | 2316 || Luzon | Region Iii (Central Luzon) | Tarlac |
Gerona | 2302 || Luzon | Region Iii (Central Luzon) | Tarlac | La Paz | 2314 || Luzon |
Region Iii (Central Luzon) | Tarlac | Mayantoc | 2304 || Luzon | Region Iii (Central
Luzon) | Tarlac | Moncada | 2308 || Luzon | Region Iii (Central Luzon) | Tarlac | Paniqui |
2307 || Luzon | Region Iii (Central Luzon) | Tarlac | Pura | 2312 || Luzon | Region Iii
(Central Luzon) | Tarlac | Ramos | 2311 || Luzon | Region Iii (Central Luzon) | Tarlac |
San Clemente | 2305 || Luzon | Region Iii (Central Luzon) | Tarlac | Santa Ignacia | 2303 |
|| Luzon | Region Iii (Central Luzon) | Tarlac | Tarlac City | 2300 || Luzon | Region Iii
(Central Luzon) | Tarlac | Victoria | 2313 || Luzon | Region Iii (Central Luzon) | Tarlac |
San Jose | 2318 || Luzon | Region Iii (Central Luzon) | Zambales | Botolan | 2202 ||
Luzon | Region Iii (Central Luzon) | Zambales | Cabangan | 2203 || Luzon | Region Iii
(Central Luzon) | Zambales | Candelaria | 2212 || Luzon | Region Iii (Central Luzon) |
Zambales | Castillejos | 2208 || Luzon | Region Iii (Central Luzon) | Zambales | Iba | 2201
|| Luzon | Region Iii (Central Luzon) | Zambales | Masinloc | 2211 || Luzon | Region Iii
(Central Luzon) | Zambales | Olongapo City | 2200 || Luzon | Region Iii (Central Luzon) |
Zambales | Palaui | 2210 || Luzon | Region Iii (Central Luzon) | Zambales | San Felipe |
2204 || Luzon | Region Iii (Central Luzon) | Zambales | San Marcelino | 2207 || Luzon |
Region Iii (Central Luzon) | Zambales | San Narciso | 2205 || Luzon | Region Iii (Central
Luzon) | Zambales | Subic | 2209 || Luzon | Region Iii (Central Luzon) | Aurora | Baler |
3200 || Luzon | Region Iii (Central Luzon) | Aurora | Casiguran | 3204 || Luzon | Region
Iii (Central Luzon) | Aurora | Dilasag | 3205 || Luzon | Region Iii (Central Luzon) |
Aurora | Dinalungan | 3206 || Luzon | Region Iii (Central Luzon) | Aurora | Dingalan |
3207 || Luzon | Region Iii (Central Luzon) | Aurora | Dipaculao | 3203 || Luzon | Region
Iii (Central Luzon) | Aurora | Maria Aurora | 3202 || Luzon | Region Iv-A (Calabarzon) |
Batangas | Agoncillo | 4211 || Luzon | Region Iv-A (Calabarzon) | Batangas | Alitagtag |
4205 || Luzon | Region Iv-A (Calabarzon) | Batangas | Balayan | 4213 || Luzon | Region
Iv-A (Calabarzon) | Batangas | Balete | 4219 || Luzon | Region Iv-A (Calabarzon) |
Batangas | Batangas City | 4200 || Luzon | Region Iv-A (Calabarzon) | Batangas | Bauan |
4201 || Luzon | Region Iv-A (Calabarzon) | Batangas | Calaca | 4212 || Luzon | Region
Iv-A (Calabarzon) | Batangas | Calatagan | 4215 || Luzon | Region Iv-A (Calabarzon) |

Batangas | Cuenca | 4222 || Luzon | Region Iv-A (Calabarzon) | Batangas | Ibaan | 4230 ||
Luzon | Region Iv-A (Calabarzon) | Batangas | Laurel | 4221 || Luzon | Region Iv-A
(Calabarzon) | Batangas | Lemery | 4209 || Luzon | Region Iv-A (Calabarzon) | Batangas |
Lian | 4216 || Luzon | Region Iv-A (Calabarzon) | Batangas | Lipa City | 4217 || Luzon |
Region Iv-A (Calabarzon) | Batangas | Lobo | 4229 || Luzon | Region Iv-A (Calabarzon) |
Batangas | Malvar | 4233 || Luzon | Region Iv-A (Calabarzon) | Batangas |
Mataasnakahoy | 4223 || Luzon | Region Iv-A (Calabarzon) | Batangas | Nasugbu | 4231 ||
| Luzon | Region Iv-A (Calabarzon) | Batangas | Padre Garcia | 4224 || Luzon | Region Iv-A
(Calabarzon) | Batangas | San Pascual | 4204 || Luzon | Region Iv-A (Calabarzon) |
Batangas | Sto. Tomas City | 4234 || Luzon | Region Iv-A (Calabarzon) | Batangas | Taal |
4208 || Luzon | Region Iv-A (Calabarzon) | Batangas | Talisay | 4220 || Luzon | Region
Iv-A (Calabarzon) | Batangas | Tanauan City | 4232 || Luzon | Region Iv-A (Calabarzon) |
Batangas | Taysan | 4228 || Luzon | Region Iv-A (Calabarzon) | Batangas | Tingloy | 4203
|| Luzon | Region Iv-A (Calabarzon) | Batangas | Tuy | 4214 || Luzon | Region Iv-A
(Calabarzon) | Cavite | Alfonso | 4123 || Luzon | Region Iv-A (Calabarzon) | Cavite |
Amadeo | 4119 || Luzon | Region Iv-A (Calabarzon) | Cavite | Bacoor City | 4102 ||
Luzon | Region Iv-A (Calabarzon) | Cavite | Carmona | 4116 || Luzon | Region Iv-A
(Calabarzon) | Cavite | Cavite City | 4100 || Luzon | Region Iv-A (Calabarzon) | Cavite |
Dasmarinas City | 4114 || Luzon | Region Iv-A (Calabarzon) | Cavite | General Emilio
Aguinaldo | 4124 || Luzon | Region Iv-A (Calabarzon) | Cavite | General Trias | 4107 ||
Luzon | Region Iv-A (Calabarzon) | Cavite | Imus City | 4103 || Luzon | Region Iv-A
(Calabarzon) | Cavite | Indang | 4122 || Luzon | Region Iv-A (Calabarzon) | Cavite |
Kawit | 4104 || Luzon | Region Iv-A (Calabarzon) | Cavite | Magallanes | 4113 || Luzon |
Region Iv-A (Calabarzon) | Cavite | Maragondon | 4112 || Luzon | Region Iv-A
(Calabarzon) | Cavite | Mendez (Mendez-Nunez) | 4121 || Luzon | Region Iv-A
(Calabarzon) | Cavite | Naic | 4110 || Luzon | Region Iv-A (Calabarzon) | Cavite |
Noveleta | 4105 || Luzon | Region Iv-A (Calabarzon) | Cavite | Silang | 4118 || Luzon |
Region Iv-A (Calabarzon) | Cavite | Tagaytay City | 4120 || Luzon | Region Iv-A
(Calabarzon) | Cavite | Tanza | 4108 || Luzon | Region Iv-A (Calabarzon) | Cavite |
Ternate | 4111 || Luzon | Region Iv-A (Calabarzon) | Cavite | Trece Martires City | 4109 ||
Luzon | Region Iv-A (Calabarzon) | Cavite | Gen. Mariano Alvarez | 4117 || Luzon |
Region Iv-A (Calabarzon) | Laguna | Alaminos | 4001 || Luzon | Region Iv-A
(Calabarzon) | Laguna | Bay | 4033 || Luzon | Region Iv-A (Calabarzon) | Laguna | Binan
City | 4024 || Luzon | Region Iv-A (Calabarzon) | Laguna | Cabuyao City | 4025 || Luzon
| Region Iv-A (Calabarzon) | Laguna | Calamba City | 4027 || Luzon | Region Iv-A
(Calabarzon) | Laguna | Calauan | 4012 || Luzon | Region Iv-A (Calabarzon) | Laguna |
Cavinti | 4013 || Luzon | Region Iv-A (Calabarzon) | Laguna | Famy | 4021 || Luzon |
Region Iv-A (Calabarzon) | Laguna | Kalayaan | 4015 || Luzon | Region Iv-A
(Calabarzon) | Laguna | Liliw | 4004 || Luzon | Region Iv-A (Calabarzon) | Laguna | Los
Banos | 4030 || Luzon | Region Iv-A (Calabarzon) | Laguna | Luisiana | 4032 || Luzon |
Region Iv-A (Calabarzon) | Laguna | Lumban | 4014 || Luzon | Region Iv-A (Calabarzon)
| Laguna | Mabitac | 4020 || Luzon | Region Iv-A (Calabarzon) | Laguna | Magdalena |
4007 || Luzon | Region Iv-A (Calabarzon) | Laguna | Majayjay | 4005 || Luzon | Region
Iv-A (Calabarzon) | Laguna | Nagcarlan | 4002 || Luzon | Region Iv-A (Calabarzon) |
Laguna | Paete | 4016 || Luzon | Region Iv-A (Calabarzon) | Laguna | Pagsanjan | 4008 ||
Luzon | Region Iv-A (Calabarzon) | Laguna | Pakil | 4017 || Luzon | Region Iv-A
(Calabarzon) | Laguna | Pangil | 4018 || Luzon | Region Iv-A (Calabarzon) | Laguna | Pila
| 4010 || Luzon | Region Iv-A (Calabarzon) | Laguna | San Pablo City | 4000 || Luzon |
Region Iv-A (Calabarzon) | Laguna | San Pedro City | 4023 || Luzon | Region Iv-A
(Calabarzon) | Laguna | Santa Rosa City | 4026 || Luzon | Region Iv-A (Calabarzon) |
Laguna | Sinfoan | 4019 || Luzon | Region Iv-A (Calabarzon) | Quezon | Agdangan | 4304
|| Luzon | Region Iv-A (Calabarzon) | Quezon | Alabat | 4333 || Luzon | Region Iv-A
(Calabarzon) | Quezon | Atimonan | 4331 || Luzon | Region Iv-A (Calabarzon) | Quezon |
Buenavista | 4320 || Luzon | Region Iv-A (Calabarzon) | Quezon | Burdeos | 4340 ||

Luzon | Region Iv-A (Calabarzon) | Quezon | Calauag | 4318 || Luzon | Region Iv-A (Calabarzon) | Quezon | Catanauan | 4311 || Luzon | Region Iv-A (Calabarzon) | Quezon | Dolores | 4326 || Luzon | Region Iv-A (Calabarzon) | Quezon | General Luna | 4310 || Luzon | Region Iv-A (Calabarzon) | Quezon | General Nakar | 4338 || Luzon | Region Iv-A (Calabarzon) | Quezon | Guinayangan | 4319 || Luzon | Region Iv-A (Calabarzon) | Quezon | Gumaca | 4307 || Luzon | Region Iv-A (Calabarzon) | Quezon | Jomalig | 4342 || Luzon | Region Iv-A (Calabarzon) | Quezon | Lopez | 4316 || Luzon | Region Iv-A (Calabarzon) | Quezon | Lucban | 4328 || Luzon | Region Iv-A (Calabarzon) | Quezon | Lucena City | 4301 || Luzon | Region Iv-A (Calabarzon) | Quezon | Macalelon | 4309 || Luzon | Region Iv-A (Calabarzon) | Quezon | Mauban | 4330 || Luzon | Region Iv-A (Calabarzon) | Quezon | Mulanay | 4312 || Luzon | Region Iv-A (Calabarzon) | Quezon | Padre Burgos | 4303 || Luzon | Region Iv-A (Calabarzon) | Quezon | Pagbilao | 4302 || Luzon | Region Iv-A (Calabarzon) | Quezon | Panukulan | 4337 || Luzon | Region Iv-A (Calabarzon) | Quezon | Perez | 4334 || Luzon | Region Iv-A (Calabarzon) | Quezon | Pitogo | 4308 || Luzon | Region Iv-A (Calabarzon) | Quezon | Polillo | 4339 || Luzon | Region Iv-A (Calabarzon) | Quezon | Real | 4335 || Luzon | Region Iv-A (Calabarzon) | Quezon | Sampaloc | 4329 || Luzon | Region Iv-A (Calabarzon) | Quezon | San Andres | 4314 || Luzon | Region Iv-A (Calabarzon) | Quezon | San Francisco (Aurora) | 4315 || Luzon | Region Iv-A (Calabarzon) | Quezon | Sariaya | 4322 || Luzon | Region Iv-A (Calabarzon) | Quezon | Tagkawayan | 4321 || Luzon | Region Iv-A (Calabarzon) | Quezon | Tayabas City | 4327 || Luzon | Region Iv-A (Calabarzon) | Quezon | Tiaong | 4325 || Luzon | Region Iv-A (Calabarzon) | Quezon | Unisan | 4305 || Luzon | Region Iv-A (Calabarzon) | Rizal | Angono | 1930 || Luzon | Region Iv-A (Calabarzon) | Rizal | Antipolo City | 1870 || Luzon | Region Iv-A (Calabarzon) | Rizal | Baras | 1970 || Luzon | Region Iv-A (Calabarzon) | Rizal | Binangonan | 1940 || Luzon | Region Iv-A (Calabarzon) | Rizal | Cainta | 1900 || Luzon | Region Iv-A (Calabarzon) | Rizal | Cardona | 1950 || Luzon | Region Iv-A (Calabarzon) | Rizal | Jala Jala | 1990 || Luzon | Region Iv-A (Calabarzon) | Rizal | Rodriguez (Montalban) | 1860 || Luzon | Region Iv-A (Calabarzon) | Rizal | Pililla | 1910 || Luzon | Region Iv-A (Calabarzon) | Rizal | Tanay | 1980 || Luzon | Region Iv-A (Calabarzon) | Rizal | Taytay | 1920 || Luzon | Region Iv-A (Calabarzon) | Rizal | Teresa | 1880 || Luzon | Region V (Bicol Region) | Albay | Bacacay | 4509 || Luzon | Region V (Bicol Region) | Albay | Camalig | 4502 || Luzon | Region V (Bicol Region) | Albay | Daraga (Locsin) | 4501 || Luzon | Region V (Bicol Region) | Albay | Guinobatan | 4503 || Luzon | Region V (Bicol Region) | Albay | Jovellar | 4515 || Luzon | Region V (Bicol Region) | Albay | Legazpi City | 4500 || Luzon | Region V (Bicol Region) | Albay | Libon | 4507 || Luzon | Region V (Bicol Region) | Albay | Ligao City | 4504 || Luzon | Region V (Bicol Region) | Albay | Malilipot | 4510 || Luzon | Region V (Bicol Region) | Albay | Malinao | 4512 || Luzon | Region V (Bicol Region) | Albay | Manito | 4514 || Luzon | Region V (Bicol Region) | Albay | Oas | 4504 || Luzon | Region V (Bicol Region) | Albay | Pio Duran | 4516 || Luzon | Region V (Bicol Region) | Albay | Polangui | 4506 || Luzon | Region V (Bicol Region) | Albay | Rapu Rapu | 4517 || Luzon | Region V (Bicol Region) | Albay | Santo Domingo (Libog) | 4508 || Luzon | Region V (Bicol Region) | Albay | Tabaco City | 4511 || Luzon | Region V (Bicol Region) | Albay | Tiwi | 4513 || Luzon | Region V (Bicol Region) | Camarines Norte | Basud | 4608 || Luzon | Region V (Bicol Region) | Camarines Norte | Capalonga | 4607 || Luzon | Region V (Bicol Region) | Camarines Norte | Daet | 4600 || Luzon | Region V (Bicol Region) | Camarines Norte | San Lorenzo Ruiz (Imelda) | 4610 || Luzon | Region V (Bicol Region) | Camarines Norte | Jose Panganiban | 4606 || Luzon | Region V (Bicol Region) | Camarines Norte | Labo | 4604 || Luzon | Region V (Bicol Region) | Camarines Norte | Mercedes | 4601 || Luzon | Region V (Bicol Region) | Camarines Norte | Paracale | 4605 || Luzon | Region V (Bicol Region) | Camarines Norte | Santa Elena | 4611 || Luzon | Region V (Bicol Region) | Camarines Norte | Vinzons | 4603 || Luzon | Region V (Bicol Region) | Camarines Sur | Baaو | 4432 || Luzon | Region V (Bicol Region) | Camarines Sur | Balatan | 4436 || Luzon | Region V (Bicol Region) | Camarines Sur | Bato | 4435 ||

Luzon | Region V (Bicol Region) | Camarines Sur | Bombon | 4404 || Luzon | Region V (Bicol Region) | Camarines Sur | Buhi | 4433 || Luzon | Region V (Bicol Region) | Camarines Sur | Bula | 4430 || Luzon | Region V (Bicol Region) | Camarines Sur | Cabusao | 4406 || Luzon | Region V (Bicol Region) | Camarines Sur | Calabanga | 4405 || Luzon | Region V (Bicol Region) | Camarines Sur | Camaligan | 4401 || Luzon | Region V (Bicol Region) | Camarines Sur | Canaman | 4402 || Luzon | Region V (Bicol Region) | Camarines Sur | Caramoan | 4429 || Luzon | Region V (Bicol Region) | Camarines Sur | Del Gallego | 4411 || Luzon | Region V (Bicol Region) | Camarines Sur | Gainza | 4412 || Luzon | Region V (Bicol Region) | Camarines Sur | Garchitorena | 4428 || Luzon | Region V (Bicol Region) | Camarines Sur | Goa | 4422 || Luzon | Region V (Bicol Region) | Camarines Sur | Iriga City | 4431 || Luzon | Region V (Bicol Region) | Camarines Sur | Lagonoy | 4425 || Luzon | Region V (Bicol Region) | Camarines Sur | Libmanan | 4407 || Luzon | Region V (Bicol Region) | Camarines Sur | Lupi | 4409 || Luzon | Region V (Bicol Region) | Camarines Sur | Magarao | 4403 || Luzon | Region V (Bicol Region) | Camarines Sur | Milaor | 4413 || Luzon | Region V (Bicol Region) | Camarines Sur | Minalabac | 4414 || Luzon | Region V (Bicol Region) | Camarines Sur | Nabua | 4434 || Luzon | Region V (Bicol Region) | Camarines Sur | Naga City | 4400 || Luzon | Region V (Bicol Region) | Camarines Sur | Ocampo | 4419 || Luzon | Region V (Bicol Region) | Camarines Sur | Pasacao | 4417 || Luzon | Region V (Bicol Region) | Camarines Sur | Pili | 4418 || Luzon | Region V (Bicol Region) | Camarines Sur | Presentacion (Parubcan) | 4424 || Luzon | Region V (Bicol Region) | Camarines Sur | Ragay | 4410 || Luzon | Region V (Bicol Region) | Camarines Sur | Sagnay | 4421 || Luzon | Region V (Bicol Region) | Camarines Sur | San Fernando | 4415 || Luzon | Region V (Bicol Region) | Camarines Sur | Sipocot | 4408 || Luzon | Region V (Bicol Region) | Camarines Sur | Siruma | 4427 || Luzon | Region V (Bicol Region) | Camarines Sur | Tigaon | 4420 || Luzon | Region V (Bicol Region) | Camarines Sur | Tinambac | 4426 || Luzon | Region V (Bicol Region) | Catanduanes | Bagamanoc | 4807 || Luzon | Region V (Bicol Region) | Catanduanes | Caramoran | 4808 || Luzon | Region V (Bicol Region) | Catanduanes | Gigmoto | 4804 || Luzon | Region V (Bicol Region) | Catanduanes | Pandan | 4809 || Luzon | Region V (Bicol Region) | Catanduanes | Panganiban (Payo) | 4806 || Luzon | Region V (Bicol Region) | Catanduanes | San Andres (Calolbon) | 4810 || Luzon | Region V (Bicol Region) | Catanduanes | Viga | 4805 || Luzon | Region V (Bicol Region) | Catanduanes | Virac | 4800 || Luzon | Region V (Bicol Region) | Masbate | Aroroy | 5414 || Luzon | Region V (Bicol Region) | Masbate | Baleno | 5413 || Luzon | Region V (Bicol Region) | Masbate | Balud | 5412 || Luzon | Region V (Bicol Region) | Masbate | Batuan | 5415 || Luzon | Region V (Bicol Region) | Masbate | Cataingan | 5405 || Luzon | Region V (Bicol Region) | Masbate | Cawayan | 5409 || Luzon | Region V (Bicol Region) | Masbate | Dimasalang | 5403 || Luzon | Region V (Bicol Region) | Masbate | Esperanza | 5407 || Luzon | Region V (Bicol Region) | Masbate | Mandaon | 5411 || Luzon | Region V (Bicol Region) | Masbate | Masbate City | 5400 || Luzon | Region V (Bicol Region) | Masbate | Milagros | 5410 || Luzon | Region V (Bicol Region) | Masbate | Mobo | 5401 || Luzon | Region V (Bicol Region) | Masbate | Monreal | 5418 || Luzon | Region V (Bicol Region) | Masbate | Palanas | 5404 || Luzon | Region V (Bicol Region) | Masbate | Pio V. Corpuz (Limbuhan) | 5406 || Luzon | Region V (Bicol Region) | Masbate | Placer | 5408 || Luzon | Region V (Bicol Region) | Masbate | Uson | 5402 || Luzon | Region V (Bicol Region) | Sorsogon | Barcelona | 4712 || Luzon | Region V (Bicol Region) | Sorsogon | Bulan | 4706 || Luzon | Region V (Bicol Region) | Sorsogon | Bulusan | 4704 || Luzon | Region V (Bicol Region) | Sorsogon | Castilla | 4713 || Luzon | Region V (Bicol Region) | Sorsogon | Donsol | 4715 || Luzon | Region V (Bicol Region) | Sorsogon | Gubat | 4710 || Luzon | Region V (Bicol Region) | Sorsogon | Irosin | 4707 || Luzon | Region V (Bicol Region) | Sorsogon | Juban | 4703 || Luzon | Region V (Bicol Region) | Sorsogon | Matnog | 4708 || Luzon | Region V (Bicol Region) | Sorsogon | Prieto Diaz | 4711 || Luzon | Region V (Bicol Region) | Sorsogon | Santa Magdalena | 4709 || Luzon | Region V (Bicol Region) | Sorsogon | Sorsogon City | 4700 || Luzon | National Capital Region

(Ncr) | Metro Manila | Manila | 1012 || Luzon | National Capital Region (Ncr) | Metro Manila | Mandaluyong City | 1550 || Luzon | National Capital Region (Ncr) | Metro Manila | Marikina City | 1803 || Luzon | National Capital Region (Ncr) | Metro Manila | Pasig City | 1600 || Luzon | National Capital Region (Ncr) | Metro Manila | Quezon City | 1105 || Luzon | National Capital Region (Ncr) | Metro Manila | San Juan City | 1500 || Luzon | National Capital Region (Ncr) | Metro Manila | Caloocan City | 1408 || Luzon | National Capital Region (Ncr) | Metro Manila | Malabon City | 1474 || Luzon | National Capital Region (Ncr) | Metro Manila | Navotas City | 1485 || Luzon | National Capital Region (Ncr) | Metro Manila | Valenzuela City | 1444 || Luzon | National Capital Region (Ncr) | Metro Manila | Las Pinas City | 1750 || Luzon | National Capital Region (Ncr) | Metro Manila | Makati City | 1233 || Luzon | National Capital Region (Ncr) | Metro Manila | Muntinlupa City | 1780 || Luzon | National Capital Region (Ncr) | Metro Manila | Paranaque City | 1702 || Luzon | National Capital Region (Ncr) | Metro Manila | Pasay City | 1300 || Luzon | National Capital Region (Ncr) | Metro Manila | Pateros | 1620 || Luzon | National Capital Region (Ncr) | Metro Manila | Taguig City | 1630 || Luzon | Cordillera Administrative Region (Car) | Abra | Bangued | 2800 || Luzon | Cordillera Administrative Region (Car) | Abra | Boliney | 2815 || Luzon | Cordillera Administrative Region (Car) | Abra | Bucay | 2805 || Luzon | Cordillera Administrative Region (Car) | Abra | Bucloc | 2817 || Luzon | Cordillera Administrative Region (Car) | Abra | Daguioman | 2816 || Luzon | Cordillera Administrative Region (Car) | Abra | Danglas | 2825 || Luzon | Cordillera Administrative Region (Car) | Abra | Lacub | 2821 || Luzon | Cordillera Administrative Region (Car) | Abra | Lagangilang | 2802 || Luzon | Cordillera Administrative Region (Car) | Abra | Lagayan | 2824 || Luzon | Cordillera Administrative Region (Car) | Abra | Langiden | 2807 || Luzon | Cordillera Administrative Region (Car) | Abra | Licuan-Baay (Licuan) | 2819 || Luzon | Cordillera Administrative Region (Car) | Abra | Luba | 2813 || Luzon | Cordillera Administrative Region (Car) | Abra | Malibcong | 2820 || Luzon | Cordillera Administrative Region (Car) | Abra | Manabo | 2810 || Luzon | Cordillera Administrative Region (Car) | Abra | Penarrubia | 2804 || Luzon | Cordillera Administrative Region (Car) | Abra | Sallapadan | 2818 || Luzon | Cordillera Administrative Region (Car) | Abra | Tayum | 2803 || Luzon | Cordillera Administrative Region (Car) | Abra | Tineg | 2822 || Luzon | Cordillera Administrative Region (Car) | Abra | Tubo | 2814 || Luzon | Cordillera Administrative Region (Car) | Abra | Villaviciosa | 2811 || Luzon | Cordillera Administrative Region (Car) | Benguet | Atok | 2612 || Luzon | Cordillera Administrative Region (Car) | Benguet | Baguio City | 2600 || Luzon | Cordillera Administrative Region (Car) | Benguet | Bokod | 2605 || Luzon | Cordillera Administrative Region (Car) | Benguet | Itogon | 2604 || Luzon | Cordillera Administrative Region (Car) | Benguet | Kabayan | 2606 || Luzon | Cordillera Administrative Region (Car) | Benguet | Kapangan | 2613 || Luzon | Cordillera Administrative Region (Car) | Benguet | Kibungan | 2611 || Luzon | Cordillera Administrative Region (Car) | Benguet | La Trinidad | 2601 || Luzon | Cordillera Administrative Region (Car) | Benguet | Mankayan | 2608 || Luzon | Cordillera Administrative Region (Car) | Benguet | Sablan | 2614 || Luzon | Cordillera Administrative Region (Car) | Benguet | Tuba | 2603 || Luzon | Cordillera Administrative Region (Car) | Benguet | Tublay | 2615 || Luzon | Cordillera Administrative Region (Car) | Ifugao | Banaue | 3601 || Luzon | Cordillera Administrative Region (Car) | Ifugao | Hungduan | 3603 || Luzon | Cordillera Administrative Region (Car) | Ifugao | Kiangan | 3604 || Luzon | Cordillera Administrative Region (Car) | Ifugao | Lagawe | 3600 || Luzon | Cordillera Administrative Region (Car) | Ifugao | Lamut | 3605 || Luzon | Cordillera Administrative Region (Car) | Ifugao | Mayoyao | 3602 || Luzon | Cordillera Administrative Region (Car) | Ifugao | Alfonso Lista (Potia) | 3608 || Luzon | Cordillera Administrative Region (Car) | Ifugao | Hingyon | 3607 || Luzon | Cordillera Administrative Region (Car) | Ifugao | Asipulo | 3610 || Luzon | Cordillera Administrative Region (Car) | Kalinga | Balbalan | 3801 || Luzon | Cordillera Administrative Region (Car) | Kalinga | Lubuagan | 3802 || Luzon | Cordillera Administrative Region (Car) |

Kalinga | Pasil | 3803 || Luzon | Cordillera Administrative Region (Car) | Kalinga | Pinukpuk | 3806 || Luzon | Cordillera Administrative Region (Car) | Kalinga | Rizal (Liwan) | 3808 || Luzon | Cordillera Administrative Region (Car) | Kalinga | Tabuk City | 3800 || Luzon | Cordillera Administrative Region (Car) | Kalinga | Tanudan | 3805 || Luzon | Cordillera Administrative Region (Car) | Kalinga | Tinglayan | 3804 || Luzon | Cordillera Administrative Region (Car) | Mountain Province | Bontoc | 2616 || Luzon | Cordillera Administrative Region (Car) | Mountain Province | Natong | 2624 || Luzon | Cordillera Administrative Region (Car) | Mountain Province | Paracelis | 2625 || Luzon | Cordillera Administrative Region (Car) | Mountain Province | Sabangan | 2622 || Luzon | Cordillera Administrative Region (Car) | Mountain Province | Sadanga | 2617 || Luzon | Cordillera Administrative Region (Car) | Mountain Province | Sagada | 2619 || Luzon | Cordillera Administrative Region (Car) | Mountain Province | Tadian | 2620 || Luzon | Cordillera Administrative Region (Car) | Apayao | Calanasan (Bayag) | 3814 || Luzon | Cordillera Administrative Region (Car) | Apayao | Conner | 3807 || Luzon | Cordillera Administrative Region (Car) | Apayao | Flora | 3810 || Luzon | Cordillera Administrative Region (Car) | Apayao | Kabugao | 3809 || Luzon | Cordillera Administrative Region (Car) | Apayao | Pudtol | 3812 || Luzon | Cordillera Administrative Region (Car) | Apayao | Santa Marcela | 3811 || Luzon | Region Iv-B (Mimaropa) | Marinduque | Boac | 4900 || Luzon | Region Iv-B (Mimaropa) | Marinduque | Gasan | 4905 || Luzon | Region Iv-B (Mimaropa) | Marinduque | Mogpog | 4901 || Luzon | Region Iv-B (Mimaropa) | Marinduque | Torrijos | 4903 || Luzon | Region Iv-B (Mimaropa) | Occidental Mindoro | Abra De Ilog | 5108 || Luzon | Region Iv-B (Mimaropa) | Occidental Mindoro | Calintaan | 5102 || Luzon | Region Iv-B (Mimaropa) | Occidental Mindoro | Looc | 5111 || Luzon | Region Iv-B (Mimaropa) | Occidental Mindoro | Lubang | 5109 || Luzon | Region Iv-B (Mimaropa) | Occidental Mindoro | Mamburao | 5106 || Luzon | Region Iv-B (Mimaropa) | Occidental Mindoro | Paluan | 5107 || Luzon | Region Iv-B (Mimaropa) | Occidental Mindoro | Sablayan | 5104 || Luzon | Region Iv-B (Mimaropa) | Oriental Mindoro | Baco | 5201 || Luzon | Region Iv-B (Mimaropa) | Oriental Mindoro | Bansud | 5210 || Luzon | Region Iv-B (Mimaropa) | Oriental Mindoro | Bongabong | 5211 || Luzon | Region Iv-B (Mimaropa) | Oriental Mindoro | Bulalacao (San Pedro) | 5214 || Luzon | Region Iv-B (Mimaropa) | Oriental Mindoro | Calapan City | 5200 || Luzon | Region Iv-B (Mimaropa) | Oriental Mindoro | Gloria | 5209 || Luzon | Region Iv-B (Mimaropa) | Oriental Mindoro | Mansalay | 5213 || Luzon | Region Iv-B (Mimaropa) | Oriental Mindoro | Naujan | 5204 || Luzon | Region Iv-B (Mimaropa) | Oriental Mindoro | Pinamalyan | 5208 || Luzon | Region Iv-B (Mimaropa) | Oriental Mindoro | Pola | 5206 || Luzon | Region Iv-B (Mimaropa) | Oriental Mindoro | Puerto Galera | 5203 || Luzon | Region Iv-B (Mimaropa) | Oriental Mindoro | San Teodoro | 5202 || Luzon | Region Iv-B (Mimaropa) | Palawan | Aborlan | 5302 || Luzon | Region Iv-B (Mimaropa) | Palawan | Agutaya | 5320 || Luzon | Region Iv-B (Mimaropa) | Palawan | Araceli | 5311 || Luzon | Region Iv-B (Mimaropa) | Palawan | Balabac | 5307 || Luzon | Region Iv-B (Mimaropa) | Palawan | Bataraza | 5306 || Luzon | Region Iv-B (Mimaropa) | Palawan | Brookes Point | 5305 || Luzon | Region Iv-B (Mimaropa) | Palawan | Busuanga | 5317 || Luzon | Region Iv-B (Mimaropa) | Palawan | Cagayancillo | 5321 || Luzon | Region Iv-B (Mimaropa) | Palawan | Coron | 5316 || Luzon | Region Iv-B (Mimaropa) | Palawan | Cuyo | 5318 || Luzon | Region Iv-B (Mimaropa) | Palawan | Dumaran | 5310 || Luzon | Region Iv-B (Mimaropa) | Palawan | El Nido (Bacuit) | 5313 || Luzon | Region Iv-B (Mimaropa) | Palawan | Linapacan | 5314 || Luzon | Region Iv-B (Mimaropa) | Palawan | Narra | 5303 || Luzon | Region Iv-B (Mimaropa) | Palawan | Puerto Princesa City | 5300 || Luzon | Region Iv-B (Mimaropa) | Palawan | Culion | 5315 || Luzon | Region Iv-B (Mimaropa) | Palawan | Sofronio Espanola | 5324 || Luzon | Region Iv-B (Mimaropa) | Romblon | Banton | 5515 || Luzon | Region Iv-B (Mimaropa) | Romblon | Cajidiocan | 5512 || Luzon | Region Iv-B (Mimaropa) | Romblon | Corcuera | 5514 || Luzon | Region Iv-B (Mimaropa) | Romblon | Magdiwang | 5511 || Luzon | Region Iv-B (Mimaropa) | Romblon | Odiongan | 5505 || Luzon | Region Iv-B (Mimaropa) | Romblon | Romblon | 5500 || Luzon | Region Iv-B

(Mimaropa) | Romblon | Ferrol | 5506 || Luzon | Region Iv-B (Mimaropa) | Romblon | Santa Maria (Imelda) | 5502 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Dapitan City | 7101 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Dipolog City | 7100 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Katipunan | 7109 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Labason | 7117 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Liloy | 7115 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Manukan | 7110 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Mutia | 7107 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Pinan (New Pinan) | 7105 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Polanco | 7106 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Pres. Manuel A. Roxas | 7102 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Salug | 7114 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Sergio Osmena Sr. | 7108 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Siayan | 7113 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Sibuco | 7122 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Sibutad | 7103 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Sindangan | 7112 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Siocon | 7120 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Sirawai | 7121 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Tampilisan | 7116 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Jose Dalman (Ponot) | 7111 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Gutalac | 7118 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Baliguian | 7123 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Godod | 7126 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Bacungan (Leon T. Postigo) | 7125 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Norte | Kalawit | 7124 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Bayog | 7011 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Dimataling | 7032 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Dinas | 7030 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Dumalinao | 7015 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Dumingag | 7028 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Kumalarang | 7013 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Labangan | 7017 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Lapuyan | 7037 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Mahayag | 7026 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Margosatubig | 7035 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Midsalip | 7021 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Molave | 7023 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Pagadian City | 7016 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Ramon Magsaysay (Liargo) | 7024 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Tabina | 7034 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Tambulig | 7025 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Tukuran | 7019 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Zamboanga City | 7000 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Lakewood | 7014 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Josefina | 7027 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Sominot (Don Mariano Marcos) | 7022 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Vincenzo A. Sagun | 7036 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Guipos | 7042 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Del Sur | Tigbau | 7043 || Mindanao | Region Ix (Zamboanga Peninsula) | Zamboanga Sibugay | Buug | 7009 || Mindanao | Region Ix

(Zamboanga Peninsula) | Zamboanga Sibugay | Diplahan | 7039 || Mindanao | Region IX
(Zamboanga Peninsula) | Zamboanga Sibugay | Imelda | 7007 || Mindanao | Region IX
(Zamboanga Peninsula) | Zamboanga Sibugay | Ipil | 7001 || Mindanao | Region IX
(Zamboanga Peninsula) | Zamboanga Sibugay | Kabasalan | 7005 || Mindanao | Region IX
(Zamboanga Peninsula) | Zamboanga Sibugay | Mabuhay | 7010 || Mindanao | Region IX
(Zamboanga Peninsula) | Zamboanga Sibugay | Malangas | 7038 || Mindanao | Region IX
(Zamboanga Peninsula) | Zamboanga Sibugay | Naga | 7004 || Mindanao | Region IX
(Zamboanga Peninsula) | Zamboanga Sibugay | Olutanga | 7041 || Mindanao | Region IX
(Zamboanga Peninsula) | Zamboanga Sibugay | Payao | 7008 || Mindanao | Region IX
(Zamboanga Peninsula) | Zamboanga Sibugay | Roseller Lim | 7002 || Mindanao | Region IX
(Zamboanga Peninsula) | Zamboanga Sibugay | Siay | 7006 || Mindanao | Region IX
(Zamboanga Peninsula) | Zamboanga Sibugay | Talusan | 7012 || Mindanao | Region IX
(Zamboanga Peninsula) | Zamboanga Sibugay | Titay | 7003 || Mindanao | Region IX
(Zamboanga Peninsula) | Zamboanga Sibugay | Tungawan | 7018 || Mindanao | Region IX
(Zamboanga Peninsula) | Basilan | Isabela City | 7300 || Mindanao | Region X (Northern Mindanao)
| Bukidnon | Baungon | 8707 || Mindanao | Region X (Northern Mindanao)
| Bukidnon | Damulog | 8721 || Mindanao | Region X (Northern Mindanao) | Bukidnon | Dangcagan | 8719 || Mindanao | Region X (Northern Mindanao) | Bukidnon | Don Carlos | 8712 || Mindanao | Region X (Northern Mindanao) | Bukidnon | Impasug-Ong | 8702 || Mindanao | Region X (Northern Mindanao) | Bukidnon | Kadingilan | 8713 || Mindanao | Region X (Northern Mindanao) | Bukidnon | Kalilangan | 8718 || Mindanao | Region X (Northern Mindanao) | Bukidnon | Kibawe | 8720 || Mindanao | Region X (Northern Mindanao) | Bukidnon | Kitaotao | 8716 || Mindanao | Region X (Northern Mindanao) | Bukidnon | Lantapan | 8722 || Mindanao | Region X (Northern Mindanao) | Bukidnon | Libona | 8706 || Mindanao | Region X (Northern Mindanao) | Bukidnon | Malaybalay City | 8700 || Mindanao | Region X (Northern Mindanao) | Bukidnon | Manolo Fortich | 8703 || Mindanao | Region X (Northern Mindanao) | Bukidnon | Maramag | 8714 || Mindanao | Region X (Northern Mindanao) | Bukidnon | Pangantucan | 8717 || Mindanao | Region X (Northern Mindanao) | Bukidnon | Sumilao | 8701 || Mindanao | Region X (Northern Mindanao) | Bukidnon | Talakag | 8708 || Mindanao | Region X (Northern Mindanao) | Bukidnon | Valencia City | 8709 || Mindanao | Region X (Northern Mindanao) | Bukidnon | Cabanglasan | 8723 || Mindanao | Region X (Northern Mindanao) | Camiguin | Guinsiliban | 9102 || Mindanao | Region X (Northern Mindanao) | Camiguin | Mahinog | 9101 || Mindanao | Region X (Northern Mindanao) | Camiguin | Mambajao | 9100 || Mindanao | Region X (Northern Mindanao) | Camiguin | Sagay | 9103 || Mindanao | Region X (Northern Mindanao) | Lanao Del Norte | Bacolod | 9205 || Mindanao | Region X (Northern Mindanao) | Lanao Del Norte | Baloi | 9217 || Mindanao | Region X (Northern Mindanao) | Lanao Del Norte | Baroy | 9210 || Mindanao | Region X (Northern Mindanao) | Lanao Del Norte | Iligan City | 9200 || Mindanao | Region X (Northern Mindanao) | Lanao Del Norte | Kapatagan | 9214 || Mindanao | Region X (Northern Mindanao) | Lanao Del Norte | Sultan Naga Dimaporo (Karomatan) | 9215 || Mindanao | Region X (Northern Mindanao) | Lanao Del Norte | Kauswagan | 9202 || Mindanao | Region X (Northern Mindanao) | Lanao Del Norte | Kolambungan | 9207 || Mindanao | Region X (Northern Mindanao) | Lanao Del Norte | Lala | 9211 || Mindanao | Region X (Northern Mindanao) | Lanao Del Norte | Linamon | 9201 || Mindanao | Region X (Northern Mindanao) | Lanao Del Norte | Magsaysay | 9221 || Mindanao | Region X (Northern Mindanao) | Lanao Del Norte | Maigo | 9206 || Mindanao | Region X (Northern Mindanao) | Lanao Del Norte | Matungao | 9203 || Mindanao | Region X (Northern Mindanao) | Lanao Del Norte | Munai | 9219 || Mindanao | Region X (Northern Mindanao) | Lanao Del Norte | Nunungan | 9216 || Mindanao | Region X (Northern Mindanao) | Lanao Del Norte | Pantao Ragat | 9208 || Mindanao | Region X (Northern Mindanao) | Lanao Del Norte | Salvador | 9212 || Mindanao | Region X (Northern Mindanao) | Lanao Del Norte | Sapad | 9213 || Mindanao | Region X (Northern Mindanao) | Lanao Del Norte | Tangcal | 9220 || Mindanao | Region X (Northern

Mindanao | Lanao Del Norte | Tubod | 9209 || Mindanao | Region X (Northern Mindanao) | Lanao Del Norte | Pantar | 9218 || Mindanao | Region X (Northern Mindanao) | Misamis Occidental | Aloran | 7206 || Mindanao | Region X (Northern Mindanao) | Misamis Occidental | Baliangao | 7211 || Mindanao | Region X (Northern Mindanao) | Misamis Occidental | Bonifacio | 7215 || Mindanao | Region X (Northern Mindanao) | Misamis Occidental | Calamba | 7210 || Mindanao | Region X (Northern Mindanao) | Misamis Occidental | Jimenez | 7204 || Mindanao | Region X (Northern Mindanao) | Misamis Occidental | Lopez Jaena | 7208 || Mindanao | Region X (Northern Mindanao) | Misamis Occidental | Oroquieta City | 7207 || Mindanao | Region X (Northern Mindanao) | Misamis Occidental | Ozamiz City | 7200 || Mindanao | Region X (Northern Mindanao) | Misamis Occidental | Panaon | 7205 || Mindanao | Region X (Northern Mindanao) | Misamis Occidental | Sapang Dalaga | 7212 || Mindanao | Region X (Northern Mindanao) | Misamis Occidental | Sinacaban | 7203 || Mindanao | Region X (Northern Mindanao) | Misamis Occidental | Tangub City | 7214 || Mindanao | Region X (Northern Mindanao) | Misamis Occidental | Don Victoriano Chiongbian (Don Mariano Marcos) | 7200 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Alubijid | 9018 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Balingasag | 9005 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Balingoan | 9011 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Binuangan | 9008 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Cagayan De Oro City | 9000 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | El Salvador City | 9017 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Gingoog City | 9014 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Gitagum | 9020 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Initao | 9022 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Jasaan | 9003 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Kinoguitan | 9010 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Lagonglong | 9006 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Laguindingan | 9019 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Lugait | 9025 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Magsaysay (Linugos) | 9015 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Manticao | 9024 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Medina | 9013 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Naawan | 9023 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Opol | 9016 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Salay | 9007 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Sugbongcogon | 9009 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Tagoloan | 9001 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Talisayan | 9012 || Mindanao | Region X (Northern Mindanao) | Misamis Oriental | Villanueva | 9002 || Mindanao | Region Xi (Davao Region) | Davao Del Norte | Asuncion (Saug) | 8102 || Mindanao | Region Xi (Davao Region) | Davao Del Norte | Kapalong | 8113 || Mindanao | Region Xi (Davao Region) | Davao Del Norte | New Corella | 8104 || Mindanao | Region Xi (Davao Region) | Davao Del Norte | Panabo City | 8105 || Mindanao | Region Xi (Davao Region) | Davao Del Norte | Island Garden City Of Samal | 8119 || Mindanao | Region Xi (Davao Region) | Davao Del Norte | Tagum City | 8100 || Mindanao | Region Xi (Davao Region) | Davao Del Norte | Talaingod | 8100 || Mindanao | Region Xi (Davao Region) | Davao Del Norte | Braulio E. Dujali | 8100 || Mindanao | Region Xi (Davao Region) | Davao Del Sur | Bansalan | 8005 || Mindanao | Region Xi (Davao Region) | Davao Del Sur | Davao City | 8000 || Mindanao | Region Xi (Davao Region) | Davao Del Sur | Digos City | 8002 || Mindanao | Region Xi (Davao Region) | Davao Del Sur | Kiblawan | 8008 || Mindanao | Region Xi (Davao Region) | Davao Del Sur | Malalag | 8010 || Mindanao | Region Xi (Davao Region) | Davao Del Sur | Matanao | 8003 || Mindanao | Region Xi (Davao Region) | Davao Del Sur | Padada | 8007 || Mindanao | Region Xi (Davao Region) | Davao Del Sur | Sulop | 8009 || Mindanao | Region Xi

(Davao Region) | Davao Oriental | Baganga | 8204 || Mindanao | Region Xi (Davao Region) | Davao Oriental | Banaybanay | 8208 || Mindanao | Region Xi (Davao Region) | Davao Oriental | Boston | 8206 || Mindanao | Region Xi (Davao Region) | Davao Oriental | Caraga | 8203 || Mindanao | Region Xi (Davao Region) | Davao Oriental | Cateel | 8205 | | Mindanao | Region Xi (Davao Region) | Davao Oriental | Governor Generoso | 8210 || Mindanao | Region Xi (Davao Region) | Davao Oriental | Lupon | 8207 || Mindanao | Region Xi (Davao Region) | Davao Oriental | Manay | 8202 || Mindanao | Region Xi (Davao Region) | Davao Oriental | Mati City | 8200 || Mindanao | Region Xi (Davao Region) | Davao Oriental | Tarragona | 8201 || Mindanao | Region Xi (Davao Region) | Davao De Oro (Compostela Valley) | Laak (San Vicente) | 8810 || Mindanao | Region Xi (Davao Region) | Davao De Oro (Compostela Valley) | Mabini (Dona Alicia) | 8807 || Mindanao | Region Xi (Davao Region) | Davao De Oro (Compostela Valley) | Maco | 8806 || Mindanao | Region Xi (Davao Region) | Davao De Oro (Compostela Valley) | Maragusan (San Mariano) | 8808 || Mindanao | Region Xi (Davao Region) | Davao De Oro (Compostela Valley) | Mawab | 8802 || Mindanao | Region Xi (Davao Region) | Davao De Oro (Compostela Valley) | Monkayo | 8805 || Mindanao | Region Xi (Davao Region) | Davao De Oro (Compostela Valley) | Montevista | 8801 || Mindanao | Region Xi (Davao Region) | Davao De Oro (Compostela Valley) | Nabunturan | 8800 || Mindanao | Region Xi (Davao Region) | Davao De Oro (Compostela Valley) | New Bataan | 8804 || Mindanao | Region Xi (Davao Region) | Davao De Oro (Compostela Valley) | Pantukan | 8809 || Mindanao | Region Xi (Davao Region) | Davao Occidental | Don Marcelino | 8013 || Mindanao | Region Xi (Davao Region) | Davao Occidental | Jose Abad Santos (Trinidad) | 8014 || Mindanao | Region Xi (Davao Region) | Davao Occidental | Malita | 8012 || Mindanao | Region Xi (Davao Region) | Davao Occidental | Sarangani | 8015 || Mindanao | Region Xii (Soccsksargen) | North Cotabato | Alamada | 9413 || Mindanao | Region Xii (Soccsksargen) | North Cotabato | Kabacan | 9407 || Mindanao | Region Xii (Soccsksargen) | North Cotabato | Kidapawan City | 9400 || Mindanao | Region Xii (Soccsksargen) | North Cotabato | Libungan | 9411 || Mindanao | Region Xii (Soccsksargen) | North Cotabato | Magpet | 9404 || Mindanao | Region Xii (Soccsksargen) | North Cotabato | Makilala | 9401 || Mindanao | Region Xii (Soccsksargen) | North Cotabato | Matalam | 9406 || Mindanao | Region Xii (Soccsksargen) | North Cotabato | Midsayap | 9410 || Mindanao | Region Xii (Soccsksargen) | North Cotabato | M Lang | 9402 || Mindanao | Region Xii (Soccsksargen) | North Cotabato | Pigkawayan | 9412 || Mindanao | Region Xii (Soccsksargen) | North Cotabato | Pikit | 9409 || Mindanao | Region Xii (Soccsksargen) | North Cotabato | Tulunan | 9403 || Mindanao | Region Xii (Soccsksargen) | North Cotabato | Antipas | 9414 || Mindanao | Region Xii (Soccsksargen) | North Cotabato | Banisilan | 9416 || Mindanao | Region Xii (Soccsksargen) | North Cotabato | Aleosan | 9415 || Mindanao | Region Xii (Soccsksargen) | North Cotabato | Arakan | 9417 || Mindanao | Region Xii (Soccsksargen) | South Cotabato | General Santos City (Dadiangas) | 9500 || Mindanao | Region Xii (Soccsksargen) | South Cotabato | Koronadal City | 9506 || Mindanao | Region Xii (Soccsksargen) | South Cotabato | Norala | 9508 || Mindanao | Region Xii (Soccsksargen) | South Cotabato | Polomolok | 9504 || Mindanao | Region Xii (Soccsksargen) | South Cotabato | Surallah | 9512 || Mindanao | Region Xii (Soccsksargen) | South Cotabato | Tampakan | 9507 || Mindanao | Region Xii (Soccsksargen) | South Cotabato | Tantangan | 9510 || Mindanao | Region Xii (Soccsksargen) | South Cotabato | T'Boli | 9513 || Mindanao | Region Xii (Soccsksargen) | South Cotabato | Tupi | 9505 || Mindanao | Region Xii (Soccsksargen) | South Cotabato | Lake Sebu | 9514 || Mindanao | Region Xii (Soccsksargen) | Sultan Kudarat | Bagumbayan | 9810 || Mindanao | Region Xii (Soccsksargen) | Sultan Kudarat | Columbio | 9801 || Mindanao | Region Xii (Soccsksargen) | Sultan Kudarat | Isulan | 9805 || Mindanao | Region Xii (Soccsksargen) | Sultan Kudarat | Kalamansig | 9808 || Mindanao | Region Xii (Soccsksargen) | Sultan Kudarat | Lebak | 9807 || Mindanao | Region Xii (Soccsksargen) | Sultan Kudarat | Lambayong (Mariano Marcos) | 9802 ||

Mindanao | Region XII (Soccsksargen) | Sultan Kudarat | Palimbang | 9809 || Mindanao | Region XII (Soccsksargen) | Sultan Kudarat | President Quirino | 9804 || Mindanao | Region XII (Soccsksargen) | Sultan Kudarat | Tacurong City | 9800 || Mindanao | Region XII (Soccsksargen) | Sultan Kudarat | Sen. Ninoy Aquino | 9811 || Mindanao | Region XII (Soccsksargen) | Sarangani | Alabel | 9501 || Mindanao | Region XII (Soccsksargen) | Sarangani | Glan | 9517 || Mindanao | Region XII (Soccsksargen) | Sarangani | Kiamba | 9514 || Mindanao | Region XII (Soccsksargen) | Sarangani | Maasim | 9502 || Mindanao | Region XII (Soccsksargen) | Sarangani | Malapatan | 9516 || Mindanao | Region XII (Soccsksargen) | Sarangani | Malungon | 9503 || Mindanao | Region XII (Soccsksargen) | Maguindanao | Cotabato City | 9600 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Basilan | Lamitan City | 7302 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Basilan | Lantawan | 7301 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Basilan | Maluso | 7303 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Basilan | Sumisip | 7305 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Basilan | Akbar | 7306 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Bacolod-Kalawi (Bacolod Grande) | 9316 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Balabagan | 9302 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Bayang | 9309 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Binidayan | 9310 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Bubong | 9708 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Ganassi | 9311 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Lumbatan | 9307 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Madalum | 9315 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Madamba | 9314 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Malabang | 9300 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Marantao | 9711 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Marawi City | 9700 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Piagapo | 9710 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Poona Bayabao (Gata) | 9705 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Pualas | 9313 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Ditsaan-Ramain | 9713 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Saguiaran | 9701 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Tamparan | 9704 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Tubaran | 9304 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Tugaya | 9317 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Wao | 9716 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Marogong | 9303 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Calanogas | 9319 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Buadiposo-Buntong | 9714 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Maguing | 9715 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Picong (Sultan Gumander) | 9301 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Amai Manabilang (Bumbaran) | 9320 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Tagoloan II | 9321 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Lanao Del Sur | Sultan Dumalondong | 9706 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Maguindanao | Buluan | 9616 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Maguindanao | Datu Paglas | 9617 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Maguindanao | Datu Piang | 9607 || Mindanao | Autonomous Region In Muslim

Mindanao (Armm) | Maguindanao | Datu Odin Sinsuat (Dinaig) | 9601 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Maguindanao | Shariff Aguak (Maganoy) | 9608 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Maguindanao | Pagalungan | 9610 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Maguindanao | Parang | 9604 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Maguindanao | Sultan Kudarat (Nuling) | 9605 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Maguindanao | Kabuntalan (Tumbao) | 9606 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Maguindanao | Upi | 9602 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Maguindanao | Talayan | 9612 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Maguindanao | South Upi | 9603 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Maguindanao | Barira | 9614 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Maguindanao | Sultan Mastura | 9636 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Maguindanao | Datu Abdullah Sangki | 9621 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Maguindanao | Mangudadatu | 9620 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Maguindanao | Northern Kabuntalan | 9630 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Maguindanao | Datu Salibo | 9625 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Sulu | Indanan | 7407 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Sulu | Jolo | 7400 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Sulu | Kalingalan Caluang | 7416 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Sulu | Maimbung | 7409 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Sulu | Old Panamao | 7402 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Sulu | Patikul | 7401 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Sulu | Siasi | 7412 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Sulu | Tapul | 7410 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Sulu | Tongkil | 7406 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Sulu | Lugas | 7411 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Tawi-Tawi | Panglima Sugala (Balimbing) | 7501 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Tawi-Tawi | Bongao | 7500 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Tawi-Tawi | Mapun (Cagayan De Tawi-Tawi) | 7508 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Tawi-Tawi | South Ubian | 7504 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Tawi-Tawi | Tandubas | 7502 || Mindanao | Autonomous Region In Muslim Mindanao (Armm) | Tawi-Tawi | Sibutu | 7510 || Mindanao | Region Xiii (Caraga) | Agusan Del Norte | Butuan City | 8600 || Mindanao | Region Xiii (Caraga) | Agusan Del Norte | Cabadbaran City | 8605 || Mindanao | Region Xiii (Caraga) | Agusan Del Norte | Jabonga | 8607 || Mindanao | Region Xiii (Caraga) | Agusan Del Norte | Kitcharao | 8609 || Mindanao | Region Xiii (Caraga) | Agusan Del Norte | Las Nieves | 8610 || Mindanao | Region Xiii (Caraga) | Agusan Del Norte | Nasipit | 8602 || Mindanao | Region Xiii (Caraga) | Agusan Del Norte | Tubay | 8606 || Mindanao | Region Xiii (Caraga) | Agusan Del Norte | Remedios T. Romualdez | 8611 || Mindanao | Region Xiii (Caraga) | Agusan Del Sur | Bayugan City | 8502 || Mindanao | Region Xiii (Caraga) | Agusan Del Sur | Bunawan | 8506 || Mindanao | Region Xiii (Caraga) | Agusan Del Sur | Loreto | 8507 || Mindanao | Region Xiii (Caraga) | Agusan Del Sur | Prosperidad | 8500 || Mindanao | Region Xiii (Caraga) | Agusan Del Sur | Santa Josefa | 8512 || Mindanao | Region Xiii (Caraga) | Agusan Del Sur | Talacogon | 8510 || Mindanao | Region Xiii (Caraga) | Agusan Del Sur | Trento | 8505 || Mindanao | Region Xiii (Caraga) | Agusan Del Sur | Veruela | 8509 || Mindanao | Region Xiii (Caraga) | Agusan Del Sur | Sibagat | 8503 || Mindanao | Region Xiii (Caraga) | Surigao Del Norte | Bacuag | 8408 || Mindanao | Region Xiii (Caraga) | Surigao Del Norte | Claver | 8410 || Mindanao | Region Xiii (Caraga) | Surigao Del Norte | Dapa | 8417 || Mindanao | Region Xiii (Caraga) | Surigao Del Norte | Del Carmen | 8418 || Mindanao | Region Xiii (Caraga) | Surigao Del Norte |

Gigaquit | 8409 || Mindanao | Region Xiii (Caraga) | Surigao Del Norte | Mainit | 8407 || Mindanao | Region Xiii (Caraga) | Surigao Del Norte | Malimono | 8402 || Mindanao | Region Xiii (Caraga) | Surigao Del Norte | San Benito | 8423 || Mindanao | Region Xiii (Caraga) | Surigao Del Norte | San Francisco (Anao-Aon) | 8401 || Mindanao | Region Xiii (Caraga) | Surigao Del Norte | Santa Monica (Sapao) | 8422 || Mindanao | Region Xiii (Caraga) | Surigao Del Norte | Socorro | 8416 || Mindanao | Region Xiii (Caraga) | Surigao Del Norte | Surigao City | 8400 || Mindanao | Region Xiii (Caraga) | Surigao Del Norte | Tagana-An | 8403 || Mindanao | Region Xiii (Caraga) | Surigao Del Norte | Tubod | 8406 || Mindanao | Region Xiii (Caraga) | Surigao Del Sur | Barobo | 8309 || Mindanao | Region Xiii (Caraga) | Surigao Del Sur | Bayabas | 8303 || Mindanao | Region Xiii (Caraga) | Surigao Del Sur | Bislig City | 8311 || Mindanao | Region Xiii (Caraga) | Surigao Del Sur | Cagwait | 8304 || Mindanao | Region Xiii (Caraga) | Surigao Del Sur | Cantilan | 8317 || Mindanao | Region Xiii (Caraga) | Surigao Del Sur | Carrascal | 8318 || Mindanao | Region Xiii (Caraga) | Surigao Del Sur | Hinatuan | 8310 || Mindanao | Region Xiii (Caraga) | Surigao Del Sur | Lanuza | 8314 || Mindanao | Region Xiii (Caraga) | Surigao Del Sur | Lianga | 8307 || Mindanao | Region Xiii (Caraga) | Surigao Del Sur | Lingig | 8312 || Mindanao | Region Xiii (Caraga) | Surigao Del Sur | Madrid | 8316 || Mindanao | Region Xiii (Caraga) | Surigao Del Sur | Marihatag | 8306 || Mindanao | Region Xiii (Caraga) | Surigao Del Sur | Tagbina | 8308 || Mindanao | Region Xiii (Caraga) | Surigao Del Sur | Tago | 8302 || Mindanao | Region Xiii (Caraga) | Surigao Del Sur | Tandag City | 8300 || Mindanao | Region Xiii (Caraga) | Dinagat Islands | Basilisa (Rizal) | 8413 || Mindanao | Region Xiii (Caraga) | Dinagat Islands | Cagdianao | 8411 || Mindanao | Region Xiii (Caraga) | Dinagat Islands | Dinagat | 8412 || Mindanao | Region Xiii (Caraga) | Dinagat Islands | Libjo (Albor) | 8414 || Mindanao | Region Xiii (Caraga) | Dinagat Islands | Tubajon | 8426 || Visayas | Region Vi (Western Visayas) | Aklan | Altavas | 5616 || Visayas | Region Vi (Western Visayas) | Aklan | Banga | 5601 || Visayas | Region Vi (Western Visayas) | Aklan | Batan | 5615 || Visayas | Region Vi (Western Visayas) | Aklan | Buruanga | 5609 || Visayas | Region Vi (Western Visayas) | Aklan | Ibajay | 5613 || Visayas | Region Vi (Western Visayas) | Aklan | Kalibo | 5600 || Visayas | Region Vi (Western Visayas) | Aklan | Lezo | 5605 || Visayas | Region Vi (Western Visayas) | Aklan | Libacao | 5602 || Visayas | Region Vi (Western Visayas) | Aklan | Madalag | 5603 || Visayas | Region Vi (Western Visayas) | Aklan | Makato | 5611 || Visayas | Region Vi (Western Visayas) | Aklan | Malay | 5608 || Visayas | Region Vi (Western Visayas) | Aklan | Nabas | 5607 || Visayas | Region Vi (Western Visayas) | Aklan | New Washington | 5610 || Visayas | Region Vi (Western Visayas) | Aklan | Numancia | 5604 || Visayas | Region Vi (Western Visayas) | Aklan | Tangalan | 5612 || Visayas | Region Vi (Western Visayas) | Antique | Anini Y | 5717 || Visayas | Region Vi (Western Visayas) | Antique | Barbaza | 5706 || Visayas | Region Vi (Western Visayas) | Antique | Belison | 5701 || Visayas | Region Vi (Western Visayas) | Antique | Bugasong | 5704 || Visayas | Region Vi (Western Visayas) | Antique | Caluya | 5711 || Visayas | Region Vi (Western Visayas) | Antique | Culasi | 5708 || Visayas | Region Vi (Western Visayas) | Antique | Tobias Fournier (Dao) | 5716 || Visayas | Region Vi (Western Visayas) | Antique | Hamtic | 5715 || Visayas | Region Vi (Western Visayas) | Antique | Laua An | 5705 || Visayas | Region Vi (Western Visayas) | Antique | Libertad | 5710 || Visayas | Region Vi (Western Visayas) | Antique | Patnongan | 5702 || Visayas | Region Vi (Western Visayas) | Antique | San Jose | 5700 || Visayas | Region Vi (Western Visayas) | Antique | San Remigio | 5714 || Visayas | Region Vi (Western Visayas) | Antique | Sebaste | 5709 || Visayas | Region Vi (Western Visayas) | Antique | Sibalom | 5713 || Visayas | Region Vi (Western Visayas) | Antique | Tibiao | 5707 || Visayas | Region Vi (Western Visayas) | Antique | Valderrama | 5703 || Visayas | Region Vi (Western Visayas) | Capiz | Cuartero | 5811 || Visayas | Region Vi (Western Visayas) | Capiz | Dao | 5810 || Visayas | Region Vi (Western Visayas) | Capiz | Dumalag | 5813 || Visayas | Region Vi (Western Visayas) | Capiz | Dumaraao | 5812 || Visayas | Region Vi (Western Visayas) | Capiz | Ivisan | 5805 || Visayas | Region Vi (Western Visayas) | Capiz | Jamindan | 5808 || Visayas | Region Vi

(Western Visayas) | Capiz | Ma-Ayon | 5809 || Visayas | Region Vi (Western Visayas) | Capiz | Mambusao | 5807 || Visayas | Region Vi (Western Visayas) | Capiz | Panay | 5801 || Visayas | Region Vi (Western Visayas) | Capiz | Panitan | 5815 || Visayas | Region Vi (Western Visayas) | Capiz | Pontevedra | 5802 || Visayas | Region Vi (Western Visayas) | Capiz | President Roxas | 5803 || Visayas | Region Vi (Western Visayas) | Capiz | Roxas City | 5800 || Visayas | Region Vi (Western Visayas) | Capiz | Sapi-An | 5806 || Visayas | Region Vi (Western Visayas) | Capiz | Sigma | 5816 || Visayas | Region Vi (Western Visayas) | Capiz | Tapaz | 5814 || Visayas | Region Vi (Western Visayas) | Iloilo | Ajuy | 5012 || Visayas | Region Vi (Western Visayas) | Iloilo | Alimodian | 5028 || Visayas | Region Vi (Western Visayas) | Iloilo | Anilao | 5009 || Visayas | Region Vi (Western Visayas) | Iloilo | Badiangan | 5033 || Visayas | Region Vi (Western Visayas) | Iloilo | Balasan | 5018 || Visayas | Region Vi (Western Visayas) | Iloilo | Banate | 5010 || Visayas | Region Vi (Western Visayas) | Iloilo | Barotac Nuevo | 5007 || Visayas | Region Vi (Western Visayas) | Iloilo | Barotac Viejo | 5011 || Visayas | Region Vi (Western Visayas) | Iloilo | Batad | 5016 || Visayas | Region Vi (Western Visayas) | Iloilo | Bingawan | 5041 || Visayas | Region Vi (Western Visayas) | Iloilo | Calinog | 5040 || Visayas | Region Vi (Western Visayas) | Iloilo | Carles | 5019 || Visayas | Region Vi (Western Visayas) | Iloilo | Dingle | 5035 || Visayas | Region Vi (Western Visayas) | Iloilo | Duenas | 5038 || Visayas | Region Vi (Western Visayas) | Iloilo | Dumangas | 5006 || Visayas | Region Vi (Western Visayas) | Iloilo | Estancia | 5017 || Visayas | Region Vi (Western Visayas) | Iloilo | Guimal | 5022 || Visayas | Region Vi (Western Visayas) | Iloilo | Igbaras | 5029 || Visayas | Region Vi (Western Visayas) | Iloilo | Iloilo City | 5000 || Visayas | Region Vi (Western Visayas) | Iloilo | Janiuay | 5034 || Visayas | Region Vi (Western Visayas) | Iloilo | Lambunao | 5042 || Visayas | Region Vi (Western Visayas) | Iloilo | Leganes | 5003 || Visayas | Region Vi (Western Visayas) | Iloilo | Leon | 5026 || Visayas | Region Vi (Western Visayas) | Iloilo | Maasin | 5030 || Visayas | Region Vi (Western Visayas) | Iloilo | Miagao | 5023 || Visayas | Region Vi (Western Visayas) | Iloilo | Mina | 5032 || Visayas | Region Vi (Western Visayas) | Iloilo | New Lucena | 5005 || Visayas | Region Vi (Western Visayas) | Iloilo | Oton | 5020 || Visayas | Region Vi (Western Visayas) | Iloilo | Passi City | 5037 || Visayas | Region Vi (Western Visayas) | Iloilo | Pavia | 5001 || Visayas | Region Vi (Western Visayas) | Iloilo | Pototan | 5008 || Visayas | Region Vi (Western Visayas) | Iloilo | San Dionisio | 5015 || Visayas | Region Vi (Western Visayas) | Iloilo | San Enrique | 5036 || Visayas | Region Vi (Western Visayas) | Iloilo | San Joaquin | 5024 || Visayas | Region Vi (Western Visayas) | Iloilo | Sara | 5014 || Visayas | Region Vi (Western Visayas) | Iloilo | Tibbauan | 5021 || Visayas | Region Vi (Western Visayas) | Iloilo | Tubungan | 5027 || Visayas | Region Vi (Western Visayas) | Iloilo | Zarraga | 5004 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Bacolod City | 6100 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Bago City | 6101 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Binalbagan | 6107 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Cadiz City | 6121 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Calatrava | 6126 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Candoni | 6110 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Cauayan | 6112 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Enrique B. Magalona (Saravia) | 6118 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Escalante City | 6124 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Himamaylan City | 6108 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Hinigaran | 6106 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Hinoba-An (Asia) | 6114 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Ilog | 6109 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Isabela | 6128 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Kabankalan City | 6111 || Visayas | Region Vi (Western Visayas) | Negros Occidental | La Carlota City | 6130 || Visayas | Region Vi (Western Visayas) | Negros Occidental | La Castellana | 6131 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Manapla | 6120 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Moises Padilla

(Magallon) | 6132 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Murcia | 6129 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Pulupandan | 6102 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Sagay City | 6122 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Silay City | 6116 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Sipalay City | 6113 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Talisay City | 6115 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Toboso | 6125 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Valladolid | 6103 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Victorias City | 6119 || Visayas | Region Vi (Western Visayas) | Negros Occidental | Salvador Benedicto | 6117 || Visayas | Region Vi (Western Visayas) | Guimaras | Jordan | 5045 || Visayas | Region Vi (Western Visayas) | Guimaras | Nueva Valencia | 5046 || Visayas | Region Vi (Western Visayas) | Guimaras | San Lorenzo | 5047 || Visayas | Region Vi (Western Visayas) | Guimaras | Sibunag | 5048 || Visayas | Region Vii (Central Visayas) | Bohol | Alburquerque | 6302 || Visayas | Region Vii (Central Visayas) | Bohol | Antequera | 6335 || Visayas | Region Vii (Central Visayas) | Bohol | Baclayon | 6301 || Visayas | Region Vii (Central Visayas) | Bohol | Balilihan | 6342 || Visayas | Region Vii (Central Visayas) | Bohol | Bilar | 6317 || Visayas | Region Vii (Central Visayas) | Bohol | Calape | 6328 || Visayas | Region Vii (Central Visayas) | Bohol | Candijay | 6312 || Visayas | Region Vii (Central Visayas) | Bohol | Carmen | 6319 || Visayas | Region Vii (Central Visayas) | Bohol | Catigbian | 6343 || Visayas | Region Vii (Central Visayas) | Bohol | Clarin | 6330 || Visayas | Region Vii (Central Visayas) | Bohol | Corella | 6337 || Visayas | Region Vii (Central Visayas) | Bohol | Cortes | 6341 || Visayas | Region Vii (Central Visayas) | Bohol | Dagohoy | 6322 || Visayas | Region Vii (Central Visayas) | Bohol | Danao | 6344 || Visayas | Region Vii (Central Visayas) | Bohol | Dauis | 6339 || Visayas | Region Vii (Central Visayas) | Bohol | Dimiao | 6305 || Visayas | Region Vii (Central Visayas) | Bohol | Duero | 6309 || Visayas | Region Vii (Central Visayas) | Bohol | Garcia Hernandez | 6307 || Visayas | Region Vii (Central Visayas) | Bohol | Guindulman | 6310 || Visayas | Region Vii (Central Visayas) | Bohol | Inabanga | 6332 || Visayas | Region Vii (Central Visayas) | Bohol | Jagna | 6308 || Visayas | Region Vii (Central Visayas) | Bohol | Getafe | 6334 || Visayas | Region Vii (Central Visayas) | Bohol | Lila | 6304 || Visayas | Region Vii (Central Visayas) | Bohol | Loay | 6303 || Visayas | Region Vii (Central Visayas) | Bohol | Loboc | 6316 || Visayas | Region Vii (Central Visayas) | Bohol | Loon | 6327 || Visayas | Region Vii (Central Visayas) | Bohol | Maribojoc | 6336 || Visayas | Region Vii (Central Visayas) | Bohol | Panglao | 6340 || Visayas | Region Vii (Central Visayas) | Bohol | Pres. Carlos P. Garcia (Pitogo) | 6346 || Visayas | Region Vii (Central Visayas) | Bohol | Sagbayan (Borja) | 6331 || Visayas | Region Vii (Central Visayas) | Bohol | Sevilla | 6347 || Visayas | Region Vii (Central Visayas) | Bohol | Sierra Bullones | 6320 || Visayas | Region Vii (Central Visayas) | Bohol | Sikatuna | 6338 || Visayas | Region Vii (Central Visayas) | Bohol | Tagbilaran City | 6300 || Visayas | Region Vii (Central Visayas) | Bohol | Talibon | 6325 || Visayas | Region Vii (Central Visayas) | Bohol | Trinidad | 6324 || Visayas | Region Vii (Central Visayas) | Bohol | Tubigon | 6329 || Visayas | Region Vii (Central Visayas) | Bohol | Ubay | 6315 || Visayas | Region Vii (Central Visayas) | Bohol | Valencia | 6306 || Visayas | Region Vii (Central Visayas) | Bohol | Bien Unido | 6326 || Visayas | Region Vii (Central Visayas) | Cebu | Alcantara | 6033 || Visayas | Region Vii (Central Visayas) | Cebu | Alcoy | 6023 || Visayas | Region Vii (Central Visayas) | Cebu | Alegria | 6030 || Visayas | Region Vii (Central Visayas) | Cebu | Aloguinsan | 6040 || Visayas | Region Vii (Central Visayas) | Cebu | Argao | 6021 || Visayas | Region Vii (Central Visayas) | Cebu | Asturias | 6042 || Visayas | Region Vii (Central Visayas) | Cebu | Badian | 6031 || Visayas | Region Vii (Central Visayas) | Cebu | Balamban | 6041 || Visayas | Region Vii (Central Visayas) | Cebu | Bantayan | 6052 || Visayas | Region Vii (Central Visayas) | Cebu | Barili | 6036 || Visayas | Region Vii (Central Visayas) | Cebu | Bogo City | 6010 || Visayas | Region Vii (Central Visayas) | Cebu | Boljoon | 6024 || Visayas | Region Vii (Central Visayas) | Cebu | Borbon | 6008 || Visayas | Region Vii (Central Visayas) | Cebu | Carcar City | 6019 ||

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- [Can GCash deliver my GCash Card to my location?](#)
- [How do I withdraw cash using my GCash VISA/Mastercard Card?](#)
- [GCash Card Fast FAQS](#)

21043404386585

Source: <https://help.gcash.com/hc/en-us/articles/21043404386585-Can-GCash-deliver-my-GCash-Card-to-my-location>

Can I apply for GCredit {#can-i-apply-for-gcredit}

Path: articles/31112602155033-Can-I-apply-for-GCredit

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- [What are the steps to get a Fully Verified GCash account?](#)
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GCredit is a **pre-qualified credit limit** via GCash app that allows users to purchase and make payment even with zero wallet balance. Your GCredit offer is subject to regular evaluation and is **not guaranteed**.

How to be qualified for GCredit

You may be eligible for GCredit if you are:

- 21-65 years old
- A Filipino Citizen
- A Fully Verified GCash user
- Using GCash services

How to be qualified for GCredit

On the GCash homepage, tap **Borrow > GCredit**. If you're qualified, you'll see the credit limit available to you. But if you're not qualified, you'll see some tips on how to unlock GCredit.

If not qualified for GCredit

You will be led to this screen once you tap **Borrow > GCredit** from the GCash homepage.

To unlock GCredit, keep using GCash features like Pay Bills, Buy Load, Cash In, Send Money, GInsure, and GInvest. GCash checks your eligibility every week, so you could qualify to apply for GCredit as soon as the next week.

Note: Once you become qualified for GCredit, you will receive an SMS from GCash.

If you are eligible for GCredit

If you are eligible for GCredit, you will receive an SMS. You will be led to this screen once you tap **Borrow > GCredit** from the GCash homepage.

Follow the steps below to start using GCredit:

1. On your GCash app, tap **Borrow > GCredit**
2. Confirm your email address > tap **Next**
3. Check your personal information and complete all additional details.
4. Select **Next**
5. Review your application > tap **Submit**

You will be directed to a page that confirms the activation of your GCredit.

Once you finish your application, you'll get a confirmation through SMS and your registered GCash email.

If you have more questions or concerns with eligibility, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

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

- [How much can I borrow with GCredit?](#)
- [What are the interest rates in GCredit?](#)
- [How can I use GCredit to pay?](#)

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31112602155033

Source: <https://help.gcash.com/hc/en-us/articles/31112602155033-Can-I-apply-for-GCredit>

Can I apply for GGives {#can-i-apply-for-ggives}

Path: articles/30662698019737-Can-I-apply-for-GGives

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

GGives is a **limited-time offer** for qualified GCash users, allowing you to purchase from our partner merchants even with zero wallet balance and pay in installments. Your GGives offer is subject to regular evaluation and is **not guaranteed**.

Who are qualified to use GGives

You may be qualified for GGives if you are:

- 21-65 years old
- A Filipino Citizen
- A Fully Verified GCash user
- Using GCash services

How to be qualified for GGives

On the GCash homepage, tap **Borrow > GGives**. If you're qualified, you'll see the credit limit available to you. But if you're not qualified, you'll see some tips on how to unlock GGives.

If not qualified for GGives

Once you tap **Borrow > GGives** from the GCash homepage, you will be led to this screen.

To unlock GGives, keep using GCash features like Pay Bills, Buy Load, Cash In, Send Money, GInsure, and GInvest. GCash checks your eligibility every week, so you could qualify for GGives as soon as the next week.

Once you become qualified for GGives, you will receive an SMS from GCash.

If you are qualified for GGives

If you are qualified for GGives, you will receive an SMS. Once you tap **Borrow > GGives** from the GCash homepage, you will be led to this screen.

Select **Activate Now** to start paying with GGives.

Follow the steps below to start using GGives:

1. On your GCash app, tap **Borrow > GGives**
2. Select **Activate Now** and tap **Next**
3. Check your personal information and complete all additional details.
4. Select **Next**
5. Enter the 6-digit authentication code sent to your registered mobile number > **Submit**

You will be directed to a page confirming that your GGives has been activated.

Once you finish activating your GGives, you'll get a **confirmation through SMS** and your **registered GCash email address**.

Need more Help?

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

- [What are the GGives fees I need to know about?](#)
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30662698019737

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Can I apply for a GLoan {#can-i-apply-for-a-gloan}

Path: articles/900006974863-Can-I-apply-for-a-GLoan

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- [How much can I borrow with GLoan?](#)
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GLoan is a **pre-qualified loan** offered to **select users only**, allowing to borrow money and **receive loan in your GCash wallet within 24 hours** after your application.

To unlock GLoan, keep using GCash services such as Pay Bills, Buy Load, Cash In, Send Money, GInsure, and GInvest.

GCash checks your eligibility **weekly**, pwede kang mag-qualify sa susunod na linggo.

Other GLoan Requirements:

- ✓ A Fully Verified GCash user
- ✓ Filipino citizenship
- ✓ Valid government ID
- ✓ At least 21 years old
- ✓ Verified GCash email address

GLoan offers and approvals are **subject to evaluation** and are not guaranteed, even if you fulfill the minimum requirements above.

How to know if you're eligible

On the GCash homepage, tap **Borrow > GLoan**. If you're eligible, you'll see a loan offer amount available to you. But if you're not eligible, you'll see some tips on how to unlock GLoan.

If not eligible for GLoan

Once you tap **Borrow > GLoan** from the GCash homepage, you will be led to this screen.

To unlock GLoan, keep using GCash features like Pay Bills, Buy Load, Cash In, Send Money, GInsure, and GInvest. GCash checks your eligibility every week, so you could qualify to apply for GLoan as soon as the next week.

If you are eligible for GLoan

If you are eligible for GLoan, you will receive an SMS. Once you tap **Borrow > GLoan** from the GCash homepage, you will be led to this screen. Select **Get Started** at the bottom of your screen to start your loan application.

Steps to avail of a GLoan

Follow the steps below to start using GLoan:

1. Read through the GLoan information > **Get Started**
2. Input your loan amount, select your purpose of loan, and tap **Get this Loan**
3. Review your loan terms, then tap **Continue**
4. Complete your personal information and tap **Next**
5. Review your GLoan application, then tap **Continue**
6. Agree to the Disclosure Statement and the Terms and Conditions of the Loan. Tap **Continue**
7. Check the amount you will receive from GCash. Select **Continue**
8. Enter the **6-digit authentication code** sent to your GCash-registered mobile number.

Once you finish your application, you'll receive your loan in your GCash wallet within **24 hours**. You'll get a confirmation through SMS and your registered GCash email.

If you have more questions or concerns with eligibility, [click here to ask for help](#). A customer service representative will contact you within 1-2 working days.

GLoan Eligibility FAQs

Q: I've been using GCash for many years already and yet, I am not eligible. Why is that? **A:** Thank you for being a loyal GCash user! GLoan offers are based on several factors such as your GSscore, overall account activity, and system evaluation. While long-term usage is valuable, it does not automatically guarantee eligibility. Your account is reviewed regularly, and eligibility may change over time.

Q: I was eligible before, but now I'm not. Why? **A:** GLoan availability can change depending on your latest system assessment. This does not mean you are permanently ineligible — your eligibility is reviewed regularly, and the offer may return.

Q: My GSscore is high, but why am I still not eligible? **A:** GSscore is only one of the many factors considered in evaluating your GLoan eligibility. The system also reviews your usage patterns, repayment history, and other internal criteria. A high GSscore does not guarantee an offer. GLoan is currently offered only to pre-selected users. You'll know you're eligible if you receive an SMS from us.

Q: Is there a way to unlock GLoan eligibility faster? **A:** GLoan offers are system-generated and cannot be manually unlocked or expedited. The best way to increase your chances is to stay active on GCash and keep your account information updated.

Q: Why do others have a lower GSscore than I do, but they are eligible and I'm not? **A:** Every user has a different profile. GLoan eligibility considers more than just GSscore — including various other system-evaluated factors. Rest assured, your account is reviewed regularly.

Q: Why is my GLoan limit low? Can I request to increase it? **A:** Your GLoan credit limit is auto-generated based on your account profile and system evaluation. It cannot be manually adjusted. However, good repayment behavior and continued account activity may help your limit increase over time.

Q: Why did my GLoan credit limit change or not increase even though I pay on time? **A:** Thank you for paying on time! While repayment behavior is important, your credit limit is affected by several other factors evaluated by the system. Your profile is reviewed periodically, so your limit may still improve.

Q: I have multiple GCash mobile numbers. Why can't I apply for GLoan using my other numbers? **A:** GLoan is limited to one active account per user. If you have multiple GCash numbers, you can only access or apply for GLoan through the number linked to your current loan. If you're getting an error when using another number, it may be because you still have an active GLoan tied to a different account. To apply using a new number, please fully settle your existing loan first.

Q: I've been using GCash actively, so why is it still hard to become eligible for GLoan? **A:** We understand your concern. GLoan eligibility is determined by multiple dynamic factors beyond app usage duration. Remaining active and maintaining good account standing increases your chances of being selected.

Need more Help?

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

- [How much can I borrow with GLoan?](#)
- [What are the GLoan fees I need to know about?](#)
- [Why am I not eligible for GLoan?](#)
- [I cannot apply to GLoan. What do I do?](#)

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- [What are the GLoan fees I need to know about?](#)
- [Why is my next GLoan offer smaller than the last one?](#)

900006974863

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Can I borrow load on GCash {#can-i-borrow-load-on-gcash}

Path: articles/40475792516377-Can-I-borrow-load-on-GCash

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

GCash Borrow Load allows you to get prepaid load promos for mobile or broadband even with zero balance. It's **available only to selected GCash users** and is **payable in 14 days** with a small processing fee.

Who are qualified to use GCash Borrow Load

Currently, GCash Borrow Load is available to select users only. Below are the minimum qualifications:

- You are 21 to 65 years old
- You are a Filipino citizen
- You are a Fully Verified GCash user
- You do **not** have an active Borrow Load promo. If you have an active Borrow Load promo, **you need to settle it first** before you can avail of another one.

You will receive an SMS if GCash Borrow Load is available to you. Keep using GCash products and services to increase your chances of unlocking GCash Borrow Load.

How to Activate GCash Borrow Load

To activate your GCash Borrow Load, follow the steps below:

1. On your GCash app, tap **Load > Borrow Load**
2. Select **Activate**
3. Review your personal details
4. Agree to the Terms and Conditions
5. Tap **Start Borrowing**

You'll be led to a page to confirm your successful activation of your Borrow Load.

Need more Help?

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

- [What are the GCash Borrow Load promos available?](#)
- [How can I repay my GCash Borrow Load?](#)
- [I have a concern with GCash Borrow Load. What do I do?](#)

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40475792516377

Source: <https://help.gcash.com/hc/en-us/articles/40475792516377-Can-I-borrow-load-on-GCash>

Can I buy an eSIM using GCash {#can-i-buy-an-esim-using-gcash}

Path: articles/34186930116889-Can-I-buy-an-eSIM-using-GCash

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

Your eSIM (embedded SIM) can let you switch between different network providers making it ideal for travel. You can purchase your eSIM via the GCash app and set it up without going to a physical store.

Non-Philippine eSIMs from GCash are **data-only** and work with eSIM-enabled iOS and Android phones. They won't work on SIM-locked devices.

To buy an eSIM and set it up easily on your GCash app, follow the steps below:

1. On your GCash app, tap **Load**

2. Select the **country** > **eSIM** > **Next**
3. Select your load > **Buy Now**

Once you've made your eSIM purchase, you will receive an SMS about how to set it up.

You'll get an SMS when your balance drops to 10% and when you run out of data.

Countries where you can use an eSIM bought from GCash

Asia

Hong Kong

Indonesia

Japan

Korea

Macau

Malaysia

Thailand

United Arab Emirates

Vietnam

Australia/Oceania

Australia

North America

Mexico

United States of America (USA)

Europe

Austria

Belgium

Bulgaria

Croatia

Cyprus

Czech Republic

Denmark

Estonia

Finland

France

Germany

Greece

Hungary

Iceland

Ireland

Italy

Latvia

Liechtenstein

Lithuania

Luxembourg

Malta

Netherlands

Norway

Poland

Portugal

Romania

Slovakia

Slovenia

Spain

Sweden

Switzerland

Turkey

Ukraine

United Kingdom

If you have any concerns about your eSIM, [click here to ask for help](#). A customer service representative will contact you in **1-2 business days**.

Need more Help?

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

- [How can I activate my eSIM after buying it with GCash?](#)
- [How can I use GCash to buy load?](#)
- [What are the telco load convenience fees in GCash?](#)

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34186930116889

Source: <https://help.gcash.com/hc/en-us/articles/34186930116889-Can-I-buy-an-eSIM-using-GCash>

Can I cash in to GCash with coins {#can-i-cash-in-to-gcash-with-coins}

Path: articles/44671093605401-Can-I-cash-in-to-GCash-with-coins

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- [How do I cash in to GCash from my online banking app or website?](#)
- [Where can I cash in over-the-counter to my GCash account?](#)
- [How do I cash in to GCash from InstaPay or PESONet?](#)
- [How do I cash in to GCash Over-the-Counter for free?](#)

Promoted articles

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

If you want to add money to your GCash wallet using coins, you can do so at the Coin Deposit Machines provided by the Bangko Sentral ng Pilipinas (BSP). These machines accept all coins issued by the BSP, including centavos.

To find out where these machines are located, visit the [official website of the BSP](#).

Need more Help?

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

- [Where can I cash in over-the-counter to my GCash account?](#)
- [How do I cash in to GCash from my online banking app or website?](#)
- [How do I send money to another GCash account?](#)

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Can I cash in to my GCash wallet using a Credit/Debit Card?

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- [How do I cash in to GCash from InstaPay or PESONet?](#)
- [How do I cash in to GCash Over-the-Counter for free?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/44671093605401-Can-I-cash-in-to-GCash-with-coins>

Can I cash in to my GCash wallet using a Credit Debit Card {#can-i-cash-in-to-my-gcash-wallet-using-a-credit-debit-card}

Path: articles/40228147605017-Can-I-cash-in-to-my-GCash-wallet-using-a-Credit-Debit-Card

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No, you cannot cash in to your GCash Wallet using a debit/credit card.

You can cash in or top up your GCash wallet through linked Philippine bank accounts, online bank apps via Instapay or PESONet, GCash Over-the-counter Partner Outlets, Remittance Centers, and GCash Pera Outlets.

Need more Help?

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

- [What are the GCash Cash In fees I need to know about?](#)
- [How do I cash in to GCash from my online banking app or website?](#)
- [How do I cash in to GCash from InstaPay or PESONet?](#)
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- [How do I cash in to GCash from InstaPay or PESONet?](#)
- [How do I cash in to GCash Over-the-Counter for free?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/40228147605017-Can-I-cash-in-to-my-GCash-wallet-using-a-Credit-Debit-Card>

Can I create a GCash account if I did not register my SIM Card {#can-i-create-a-gcash-account-if-i-did-not-register-my-sim-card}

Path: articles/40524922109209-Can-I-create-a-GCash-account-if-I-did-not-register-my-SIM-Card

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

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

No, you cannot create a GCash account without registering your SIM. To create a GCash account, your mobile number must be **registered and verified**. This is necessary for account security and to comply with regulations as well as receiving an OTP for your GCash transactions.

To register your SIM, please visit your telco's official website for more information.

Need more Help?

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

- [SIM Card Registration Frequently Asked Questions](#)
- [How do I create a new GCash account?](#)
- [I can't create or register for a GCash account. What do I do?](#)
- [I'm trying to create a GCash account but it's asking for an MPIN. What should I do?](#)

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- [My GCash account is on hold. How can I access my account?](#)
- [I was Fully Verified, why was my GCash account downgraded to a basic account?](#)
- [GScore](#)
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- [How do I claim my money from a suspended GCash Basic account?](#)
- [Why was my GCash account deactivated?](#)
- [Privacy Choices Dashboard](#)
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Source: <https://help.gcash.com/hc/en-us/articles/40524922109209-Can-I-create-a-GCash-account-if-I-did-not-register-my-SIM-Card>

Can I create multiple GCash accounts with different numbers {#can-i-create-multiple-gcash-accounts-with-different-numbers}

Path: articles/4408383378457-Can-I-create-multiple-GCash-accounts-with-different-numbers

ADVISORY:

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You can create multiple GCash accounts with different mobile numbers, and your accounts are automatically **consolidated/linked into one main customer profile** for easy access.

What happens when your accounts are linked:

- The highest wallet and transaction limits will reflect across all accounts
- Your GScore will be the same for all accounts
- Your wallet and transaction limits will NOT be added for a bigger sum

Example: If you have one account with a PHP 100,000 limit and another with a PHP 500,000 limit, your shared limit across both accounts is PHP 500,000.

You'll receive an SMS when your accounts have been linked. You can use our [Profile Limit Calculator](#) to understand how your limits work.

Need more Help?

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

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

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- [My GCash wallet and transaction limits did not increase even after following the steps. What do I do?](#)
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4408383378457

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Can I get fully verified on GCash offline {#can-i-get-fully-verified-on-gcash-offline}

Path: articles/9386228997145-Can-I-get-fully-verified-on-GCash-offline

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- [I don't have accepted IDs for GCash verification. What do I do?](#)
- [I'm having issues with using my ePhil ID \(Paper type\) or Digital National ID to verify my GCash account](#)
- [Ano ang mga steps para makakuha ng Fully Verified na GCash Account?](#)
- [How can I submit additional documents for my GCash Jr. verification?](#)
- [Hindi pa verified ang GCash account ko pagkatapos ng 3 araw. Ano ang gagawin ko?](#)
- [My GCash account is still not verified after 3 days. What do I do?](#)
- [My GCash account verification failed. What should I do?](#)
- [Why did I receive a notification to update my GCash account information?](#)

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

You cannot verify your GCash account onsite or in person.

To get fully verified, open your GCash app and tap on **Profile > Verify Now**. You'll need one of the accepted IDs ready to start the process.

Check out the articles below about verifying your GCash account

- 👉 [What are the steps to get a fully verified account?](#)
- 👉 [Accepted IDs for GCash Verification](#)

👉 [GCash Features for Basic vs Fully Verified Accounts](#)

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- [Ano ang mga steps para makakuha ng Fully Verified na GCash Account?](#)
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- [My GCash account verification failed. What should I do?](#)
- [Why did I receive a notification to update my GCash account information?](#)
- [What happens if I don't fully verify my GCash account?](#)
- [Can I get fully verified on GCash offline?](#)

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Can I open a CIMB Grow account in GCash {#can-i-open-a-cimb-grow-account-in-gcash}

Path: articles/43743085559193-Can-I-open-a-CIMB-Grow-account-in-GCash

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- [I want to upgrade to CIMB Grow but the app says I am not eligible. What do I have to do to become eligible?](#)
- [Can I open a CIMB Grow account in GCash?](#)
- [Can I open a GSave by CIMB account?](#)
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- [What is GSave Quick Save?](#)

- [How can I close my GSave by CIMB account?](#)

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

CIMB Grow is a savings account powered by CIMB Bank that you can open directly in the GCash app. This account offers a higher **4% base interest rate per year**, compared to the **2.6%** for a regular **GSave by CIMB** account.

CIMB Grow is currently available to **pre-selected GCash users** only. If you are not eligible, you can still [open a regular GSave by CIMB account](#) through the GCash app.

Who are eligible to open a GSave by CIMB account

You are eligible to open a savings account with GSave by CIMB if you are:

- At least 18 years old
- A Filipino Citizen
- An owner of a valid government-issued ID
- A [Fully Verified](#) GCash user
- Pre-selected by CIMB Bank based on their eligibility criteria

If you meet all the requirements, you can upgrade to a CIMB Grow account on the GCash app. Simply follow these steps:

1. On your GCash app, tap **GSave > Start** to proceed onboarding
2. Tap **GSave by CIMB**
3. A confirmation screen for CIMB Grow upgrade/onboarding will be shown, tap **Upgrade to CIMB Grow**

You will be led to a page that confirms that your GSave by CIMB account is now successfully upgraded to CIMB Grow.

Need more Help?

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

- [I want to upgrade to CIMB Grow but the app says I am not eligible. What do I have to do to become eligible? What do I have to do to become eligible?](#)

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- [Can I open a CIMB Grow account in GCash?](#)
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- [What is GSave Quick Save?](#)
- [How can I close my GSave by CIMB account?](#)

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Can I open a GCrypto account {#can-i-open-a-gcrypto-account}

Path: articles/9781079085081-Can-I-open-a-GCrypto-account

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GCrypto is a feature that lets you buy, sell, and manage cryptocurrency easily via the GCash app. It's a simple and secure way to explore digital assets as you build your portfolio using your GCash account.

Who are qualified to open a GCrypto account

You are qualified to open a GCrypto account if you are:

Before registering to GCrypto, make sure you meet all of the requirements below:

- You are at least 18 years old
- You are a Fully Verified GCash user
- You have updated your user profile information within the last 3 years
- You have a verified email address

Note:

As stated in the Terms and Conditions, each user is allowed only one GCrypto account. If your email address is already linked to an existing GCrypto account, you won't be able to register for a new one.

How to create a GCrypto account

If you meet the requirements above, you may proceed with creating a GCrypto account. Here's how:

1. On the GCash App, tap on **GInvest > GCrypto**
2. Tap **Get Started**
3. If applicable, enter the 6-digit authentication code and tap **Submit**
4. Tap **I Agree**
5. Fill out the Risk Profile questionnaire and tap **Submit**
6. Read through all the agreements (e.g. Terms and Conditions, Privacy Policy, etc.)
7. Tap **I have read and agree to all of the following** and tap **Go to GCrypto**

Your GCrypto application will be approved immediately if there are no errors or issues.

If there are any errors or issues, you will receive a notification with details. Please review the provided information, correct any errors, and resubmit your application.

Need more Help?

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

- I can't open an account in GCrypto. What do I do?
- What coins can I trade in GCrypto?
- What are the GCrypto Networks and Fees I need to know about?

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What coins can I trade in GCrypto?

- Can I open a GCrypto account?
- What coins can I trade in GCrypto?
- What are the GCrypto Networks and Fees I need to know about?

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Can I open a GSave by CIMB account {#can-i-open-a-gsave-by-cimb-account}

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GSave is a savings account by CIMB Bank and GCash that you can open directly in the GCash app. It has **no initial deposit, no maintaining balance, and no lock-in period**.

Who are qualified to open a GSave by CIMB account

You are qualified to open a savings account with GSave by CIMB if you are:

- At least 18 years old
- A Filipino Citizen
- A Fully Verified GCash user
- Using a PH or non-PH-based SIM

Note:

GSave by CIMB is available in select countries outside the Philippines for GCash Overseas users with non-PH-based SIMs.

If you meet the basic requirements above, follow these steps below to get started:

1. On your GCash app, tap **GSave > GSave by CIMB**
2. Select **Open a Savings Account**
3. Agree on the **terms and conditions > Open a Savings Account**

You will be led to a page that confirms that you have successfully opened your GSave by CIMB account.

Note:

A deposit of **at least PHP100** is needed to qualify for a GCash wallet and transaction limit increase to PHP500,000.

For Filipino citizens residing overseas

GSave Overseas CIMB account is now available to Filipino citizens residing overseas where GCash is available. [Click here](#) to know if you are qualified and to know how to open an account.

Need more Help?

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

- [What is the interest rate in GSave by CIMB?](#)
- [How can I make a deposit to my GSave by CIMB account?](#)
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30241337071769

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Can I open a GStocks PH account {#can-i-open-a-gstocks-ph-account}

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- [What are the features of ABCSI Online Trading Platform in GStocks PH?](#)
- [How can I upgrade my Basic GStocks PH account to Full GStocks PH account?](#)

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

GStocks PH is an online trading services platform powered by GCash that lets users invest in stocks listed on the Philippine Stock Exchange. When you open a GStocks PH account, you will be given a Basic Account.

A **Basic** GStocks PH account has a maximum top-up limit of **PHP 50,000**, while a **Full** GStocks PH account has **no top-up limit**.

Who is qualified to open a GStocks PH account

You are qualified to open a GStocks PH account if you are:

- At least 18 years old
- A Filipino citizen living in the Philippines
 - If you are NOT a Filipino resident (e.g. OFW, Seaman, etc.), you can still apply if you have a **Social Security Number (SSS)** and **Taxpayer's Identification Number (TIN)**
 - If you are a Foreigner, you can still apply if you submit your **Passport** as your valid Government ID
- A Fully Verified GCash user
- With updated GCash information in the last 2 years
- With at least one (1) active and valid government ID

If you're an ABCSI Online client or using Broker-Assisted services, you still need to register for GStocks PH in the GCash app because it follows a different set of terms and conditions.

You will **NOT** be able to access your existing ABCSI accounts on the GCash app.

Need more Help?

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

- [How can I upgrade my Basic GStocks PH account to Full GStocks PH account?](#)
- [How can I top up my GStocks PH account?](#)
- [How can I withdraw from my GStocks PH Wallet account?](#)

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Can I open a MySaveUp by BPI account {#can-i-open-a-mysaveup-by-bpi-account}

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- [How can I update the mobile number linked to my #MySaveUp by BPI account?](#)
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- [How do I send money to another GCash account?](#)

#MySaveUp by BPI is an all-digital savings account offered by BPI exclusively through the GCash app. It has a **PHP 1 minimum deposit, no maintaining balance, and no lock-in period.**

Who are qualified to open a #MySaveUp by BPI account

You are eligible to open a savings account with #MySaveUp by BPI if you are:

- At least 18 years old
- A Filipino Citizen
- A Fully Verified GCash user
- With at least one (1) active and valid government ID
- Using a PH-based SIM

If you meet the basic requirements above, you can open an account either via your **current BPI Online account** or using your **GCash profile**. Follow the steps below to get started:

Open an account via your BPI Online account

1. On your GCash app, tap **GSave > #MySaveUp by BPI**
2. Select **Open Savings Account** > Proceed with your BPI Online account
3. Input your BPI username and password > **Accept**

You will be led to a page that confirms that you have successfully opened your #MySaveUp by BPI account in GSave.

Open an account via your GCash profile

1. On your GCash app, tap **GSave > #MySaveUp by BPI**
2. Select **Open Savings Account** > Proceed using your BPI Online account
3. Read and agree to the terms and conditions. Tap **Confirm**
4. Complete the details needed > **Submit**

You will be led to a page that confirms that you have successfully opened your #MySaveUp by BPI account in GSave.

Need more Help?

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

- What is the interest rate in #MySaveUp by BPI?
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Can I open a UNOready GCash by UNOBank account {#can-i-open-a-unoready-gcash-by-unobank-account}

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- [What are the fees or charges for pre-terminating my #UNOReady@GCash by UNO Bank time deposit?](#)
- [Can I open a #UNOready@GCash by UNOBank account?](#)
- [What is the interest rate in #UNOready@GCash by UNOBank?](#)
- [How can I make a deposit to my #UNOready@GCash by UNOBank account?](#)
- [How can I withdraw from my #UNOready@GCash by UNOBank account?](#)
- [What is a #UNOready@GCash by UNOBank time deposit?](#)
- [How can I pre-terminate my time deposit with #UNOready@GCash by UNOBank?](#)
- [How can I update the mobile number linked to my #UNOready@GCash by UNOBank account?](#)
- [How do I close my #UNOready@GCash by UNOBank account?](#)

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

#UNOready@GCash by UNOBank is a digital savings account available through the GCash app. It lets you earn interest with at least PHP 0.01 minimum deposit and requires no maintaining balance.

Who are qualified to open a #UNOready@GCash by UNOBank account

You are qualified to open a savings account with #UNOready@GCash by UNOBank if you are:

- At least 18 years old
- A Filipino Citizen
- A Fully Verified GCash user
- With at least one (1) active and valid government ID
- Using a PH-based SIM
- WITHOUT an existing UNOBank account

If you meet the basic requirements above, follow these steps below to get started:

1. On your GCash app, tap **GSave > #UNOready@GCash by UNOBank**
2. Tap **Apply Now > Apply Now**
3. Read and agree to all the Terms and Conditions > **Continue**
4. Complete the details > **Continue**

A confirmation screen will appear once you've successfully opened a #UNOready@GCash by UNOBank account in GSave.

Once you have created an account, **you are also automatically qualified for free life insurance worth PHP 50,000** as long as you maintain at least **PHP 10,000** average daily balance.

Note: Insurance age is from 18 to 65 years old and is still subject to the insurance provider's acceptance criteria.

Need more Help?

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

- What is the interest rate in #UNOready@GCash by UNOBank?
- How can I make a deposit to my #UNOready@GCash by UNOBank account?
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- What is a #UNOready@GCash by UNOBank time deposit?

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Source: <https://help.gcash.com/hc/en-us/articles/30243526492953-Can-I-open-a-UNOready-GCash-by-UNOBank-account>

Can I open an EzySave by Maybank account {#can-i-open-an-ezysave-by-maybank-account}

Path: articles/30242907568281-Can-I-open-an-EzySave-by-Maybank-account

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- [How can I update the mobile number linked to my EzySave+ by Maybank account?](#)
- [How do I close my EzySave+ by Maybank account?](#)

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

EzySave+ is a digital savings account powered by Maybank and GCash that lets you conveniently open your account and earn interest on your savings via your GCash App. Enjoy a free Save n' Protect life insurance coverage of up to PHP1,000,000 with a minimum balance.

Who are qualified to open an EzySave+ by Maybank account

You are qualified to open a savings account with EzySave+ by Maybank if you are:

- At least 18 years old
- A Filipino Citizen

- A Fully Verified GCash user
- With at least one (1) active and valid government ID
- Using a PH-based SIM
- Able to submit an image of a piece of paper with three (3) specimen signatures
- **WITHOUT** an existing Maybank EzySave+ account

You don't need to verify in person to open an account. However, Maybank will need to verify your EzySave+ account before increasing your deposit limit to more than PHP 100,000.

If you meet the basic requirements above, follow these steps below to get started:

1. On your GCash app, tap **GSave > EzySave+ by Maybank**
2. Tap **I agree > Open EzySave+ Account**
3. Submit a photo with three (3) specimen signatures > **Next**
4. Complete details, agree to the Terms and Conditions of Maybank > **Confirm**
5. Input the 6-digit authentication code sent to your GCash-registered mobile number > **Confirm**

A confirmation screen will appear once you've successfully opened a EzySave+ by Maybank account in GSave.

Need more Help?

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

- What is the interest rate in EzySave+ by Maybank?
- How can I get a Maybank VISA debit card?
- How can I make a deposit to my EzySave+ by Maybank account?

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- Can I open an EzySave+ by Maybank account?
- What is the interest rate in EzySave+ by Maybank?
- How can I get a Maybank VISA debit card?
- How can I make a deposit to my EzySave+ by Maybank account?
- How can I withdraw from my EzySave+ by Maybank account?
- How can I update the mobile number linked to my EzySave+ by Maybank account?
- How do I close my EzySave+ by Maybank account?

30242907568281

Source: <https://help.gcash.com/hc/en-us/articles/30242907568281-Can-I-open-an-EzySave-by-Maybank-account>

Can I open an eC Savings GSave account {#can-i-open-an-ec-savings-gsave-account}

Path: articles/43848987281049-Can-I-open-an-eC-Savings-GSave-account

ADVISORY:

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

Articles in this section

- [Can I open an eC-Savings GSave account?](#)
- [What is the interest rate for eC-Savings by Cebuana Lhuillier Rural Bank?](#)
- [What are the deposit and withdrawal limits of my eC-Savings by Cebuana Lhuillier Rural Bank?](#)
- [How can I make a deposit to my eC-Savings GSave account?](#)
- [How can I withdraw from my eC-Savings GSave account?](#)
- [How do I change the mobile number linked to my eC-Savings GSave account?](#)
- [How do I close my eC-Savings GSave account?](#)

Promoted articles

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

eC-Savings is a regular savings deposit account from Cebuana Lhuillier Rural Bank that offers traditional and non-traditional (digital) financial services with **no minimum deposit** and **no minimum maintaining balance**.

Who are qualified to open an eC-Savings account

You may be qualified to open an account if you are:

- A Filipino Citizen
- At least 18 years old
- A Fully Verified GCash user
- Not an existing account holder with Cebuana Lhuillier Rural Bank

How to open an eC-Savings account

Follow these steps below to open an eC-Savings account:

1. On your GCash app, tap **GSave > eC-Savings by Cebuana Lhuillier Rural Bank**
2. Select **Open a Savings Account**
3. Agree on the terms and conditions and tap **Open a Savings Account**

You will be directed to a page confirming that your eC-Savings by Cebuana Lhuillier Rural Bank account was opened successfully.

Need more Help?

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

- [What is the interest rate for eC-Savings by Cebuana Lhuillier Rural Bank?](#)
- [How can I make a deposit to my eC-Savings GSave account?](#)
- [What is GSave Quick Save?](#)

[Previous](#)

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What is the interest rate for eC-Savings by Cebuana Lhuillier Rural Bank?

- [Can I open an eC-Savings GSave account?](#)
- [What is the interest rate for eC-Savings by Cebuana Lhuillier Rural Bank?](#)
- [What are the deposit and withdrawal limits of my eC-Savings by Cebuana Lhuillier Rural Bank?](#)
- [How can I make a deposit to my eC-Savings GSave account?](#)
- [How can I withdraw from my eC-Savings GSave account?](#)
- [How do I change the mobile number linked to my eC-Savings GSave account?](#)
- [How do I close my eC-Savings GSave account?](#)

43848987281049

Source: <https://help.gcash.com/hc/en-us/articles/43848987281049-Can-I-open-an-eC-Savings-GSave-account>

Can I send money to a Non Verified Basic GCash user {#can-i-send-money-to-a-non-verified-basic-gcash-user}

Path: articles/40187967451545-Can-I-send-money-to-a-Non-Verified-Basic-GCash-user

ADVISORY:

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

Articles in this section

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

Promoted articles

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

YES, you can send money to a Non-Verified or Basic GCash user if you are [Fully Verified](#).

You will be seeing a **prompt indicating that you are sending to a Non-Verified GCash user.**

Note that Non-Verified or Basic GCash users cannot Send Money to other accounts. For the best experience, we recommend getting [Fully Verified](#).

Need more Help?

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

- [GCash Features for Basic vs Fully Verified Accounts](#)
- [How do I send money to another GCash account?](#)
- [How can I send money in GCash via QR code?](#)
- [Can I send money to a non-GCash user?](#)

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40187967451545

Source: <https://help.gcash.com/hc/en-us/articles/40187967451545-Can-I-send-money-to-a-Non-Verified-Basic-GCash-user>

Can I transfer stockholdings to another Philippine stock brokerage firm in GStocks PH {#can-i-transfer-stockholdings-to-another-philippine-stock-brokerage-firm-in-gstocks-ph}

Path: articles/31225286057369-Can-I-transfer-stockholdings-to-another-Philippine-stock-brokerage-firm-in-GStocks-PH

ADVISORY:

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

Articles in this section

- [How can I update my account information in my GStocks PH account?](#)
- [Are there dividend stocks available in GStocks PH?](#)
- [What are the applicable cash or property dividend taxes in GStocks PH?](#)
- [Can I transfer stockholdings to another Philippine stock brokerage firm in GStocks PH?](#)
- [How can I close my GStocks PH account?](#)

Promoted articles

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

You can transfer stockholdings to another Philippine stock brokerage firm in GStocks PH by doing the following:

1. Fill up the [Letter to Transfer from Broker to Broker](#) form with your instructions to transfer your existing stockholdings to ABCSI
2. Email the request with the attached letter to transfer to gcashcs@ABCapital.com.ph

Make sure to inform ABCSI by providing them with a copy of the transfer. They will coordinate the transfer of your stock holdings with your current stockbroker.

If your stock holdings are in a "street name" (e.g., lodged with the Philippine Depository and Trust Corporation or PDTC), the transfer will be processed electronically.

Need more Help?

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

- [How can I buy PH stocks in GStocks PH?](#)
- [How can I sell PH stocks in GStocks PH?](#)
- [How do I check the status of my GStocks PH order?](#)

[Previous](#)

What are the applicable cash or property dividend taxes in GStocks PH?

[Next](#)

How can I close my GStocks PH account?

- [How can I update my account information in my GStocks PH account?](#)
- [Are there dividend stocks available in GStocks PH?](#)
- [What are the applicable cash or property dividend taxes in GStocks PH?](#)
- [Can I transfer stockholdings to another Philippine stock brokerage firm in GStocks PH?](#)
- [How can I close my GStocks PH account?](#)

31225286057369

Source: <https://help.gcash.com/hc/en-us/articles/31225286057369-Can-I-transfer-stockholdings-to-another-Philippine-stock-brokerage-firm-in-GStocks-PH>

Card Protect Terms {#card-protect-terms}

Card Protect Terms

II.Policy Wordings

Coverage:

Plan A

Covered Individual/s:

Account Name Account Type Account No.

Other Risk Detail :

Above coverages and limits are per person.

It is hereby declared and agreed that for purposes of this program, Fraudulent/Unauthorized Transaction is covered by the Electronic Fund Transfer Fraud Section (Insuring Agreement 1.1).

Card Replacement and Delivery Fee are covered under the policy.

Interested Party :

Risk Endorsements/Warranties/Clauses :

Other Policy Details:

The policy is subject to the following additional conditions:

Rate Review Clause – If the loss ratio exceeds \$50%\$, the insurer and the policyholder shall discuss and agree upon a program adjustment.

For unauthorized transaction, transactions without MPIN and/or OTP requirement are not covered.

Should there be any existing coverage similar to this product, our policy will respond in excess and not as primary policy

Card Replacement to reimburse the cost to replace the physical card against accidental damage, accidental loss, and theft (excluding mysterious disappearance). Lost or stolen shall mean having been inadvertently lost or having been stolen by a third party without the owner's assistance, consent or co-operation.

Limit of Cover: Php185.00 per occurrence and in the aggregate

Delivery Fee to reimburse the actual cost of replacement of lost card Limit of Cover: Up to Php 225.00 per occurrence and in the aggregate (anywhere in the Philippines)

WAR & TERRORISM EXCLUSION CLAUSE

The insurance by this policy excludes:

death, disability, loss, damage, destruction, any legal liabilities, cost or expense including consequential loss of whatsoever nature, directly or indirectly caused by, resulting from or in connection with any of the following regardless of any other cause or event contributing concurrently or in any other sequence to the loss;

1. war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power; or
2. any act of terrorism including but not limited to
 - a. the use or threat of force, violence and/or
 - b. harm or damage to life or to property (or the threat of such harm or damage) including, but not limited to, nuclear radiation and/or contamination by chemical and/or biological agents,
 by any person(s) or group(s) of persons, committed for political, religious, ideological or similar purposes, express or otherwise, and/or to put the public or any section of the public in fear; or
3. any action taken in controlling, preventing, suppressing or in any way relating to 1 or 2 above.

If the Company alleges that by reason of this exclusion, any loss, damage, cost or expense is not covered by this insurance the burden of proving the contrary shall be upon the Assured.

SANCTION LIMITATION AND EXCLUSION CLAUSE

No (re)insurer shall be deemed to provide cover and no (re)insurer shall be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose that (re)insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

INSTITUTE RADIOACTIVE CONTAMINATION, CHEMICAL, BIOLOGICAL, BIOCHEMICAL AND ELECTROMAGNETIC WEAPONS EXCLUSION CLAUSE

This clause shall be paramount and shall override anything contained in this insurance inconsistent therewith; 1. In no case shall this insurance cover loss damage liability or expense directly or indirectly caused by or contributed to by or arising from:

- 1.1 ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel
- 1.2 the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof
- 1.3 any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter
- 1.4 the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter. The exclusion in this sub-clause does not extend to radioactive isotopes, other than nuclear fuel, when such isotopes are being prepared, carried, stored, or used for commercial, agricultural, medical, scientific or other similar peaceful purposes
- 1.5 any chemical, biological, bio-chemical, or electromagnetic weapon.

COMMUNICABLE DISEASE EXCLUSION

1. Notwithstanding any other provision of this policy to the contrary, this policy does not cover all actual or alleged loss, liability, damage, compensation, injury, sickness, disease, death, medical payment, defence cost, cost, expense or any other

amount, directly or indirectly and regardless of any other cause contributing concurrently or in any sequence, originating from, caused by, arising out of, contributed to by, resulting from, or otherwise in connection with a Communicable Disease or the fear or threat (whether actual or perceived) of a Communicable Disease.

2. For the purposes of this endorsement, loss, liability, damage, compensation, injury, sickness, disease, death, medical payment, defence cost, cost, expense or any other amount, includes, but is not limited to, any cost to clean-up, detoxify, remove, monitor or test for a Communicable Disease.
3. As used herein, a Communicable Disease means any disease which can be transmitted by means of any substance or agent from any organism to another organism where:

3.1. the substance or agent includes, but is not limited to, a virus, bacterium, parasite or other organism or any variation hereof, whether deemed living or not, and

3.2. the method of transmission, whether direct or indirect, includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms, and

3.3. the disease, substance or agent can cause or threaten bodily injury, illness, emotional distress, damage to human health or human welfare or can cause or threaten damage to, deterioration of, loss of value of, marketability of or loss of use of property insured hereunder.

This endorsement applies to all coverage extensions, additional coverages, exceptions to any exclusion and other coverage grant(s).

All other terms, conditions and exclusions of the policy remain the same.

WHEREAS you made to the Insurer a written proposal and declaration which together with any other statement made in writing by you for the purpose of this Policy shall be the basis of and deemed to be incorporated in this contract.

NOW THIS POLICY WITNESSETH that in consideration of you having paid to the Insurer the Premium subject to the Terms, Exceptions and Conditions contained herein or endorsed hereon the Insurer will indemnify you in the manner and to the extent hereinafter provided in respect of events occurring during the Period of Insurance.

I. COVERAGE

Electronic Fund Transfer Fraud

We shall reimburse you for your financial loss arising directly from a cyber event, which you first discovered during the policy period.

Provided, with respect to each of the above Insuring Agreements, as a condition precedent to coverage under this policy, you shall give us notice of the claim as set forth in General Conditions 5.1 (Claims Notification).

If you do not pay the premium within the timescale advised to you by the insurance intermediary who sold you this policy, it may render your cover invalid.

Our maximum liability for each and every loss and all loss in the aggregate under this policy shall not exceed the Sum Insure stated in the Schedule.

II. GENERAL DEFINITIONS

The following terms wherever they appear in this policy in bold, shall have the meanings specified below:

II.1 Abnormal Condition means any civil unrest, riot, epidemic, pandemic, earthquake, tsunami, major storm, landslide, avalanche or other similar event;

II.2 Accidental damage means non-deliberate physical or liquid damage to the product from an external and unexpected event that causes it to no longer perform its intended function;

II.3 Cyber event means:

(a) the fraudulent electronic transfer of funds or property from your personal account with a financial institution by:

a third party; or

(ii) the financial institution acting in good faith upon a fraudulent incoming electronic communication purporting to have been sent but which was not sent by you;

(b) you acting in good faith upon any fraudulent incoming electronic communication request and transferring funds or property from your personal account with a financial institution, to the account of a third party;

(c) fraudulent unauthorized use of or electronic transfer of funds stored in your personal digital wallet held with an online merchant; or

(d) the fraudulent unauthorized online purchases by a third party that are charged to your plastic card.

(e) fraudulent charges made by a third party against your lost or stolen plastic card, incurred only within twelve (12) hours prior to your reporting of the loss to the issuers of your plastic card (where applicable) and/or the financial institution where your personal account is held.

II.4 Digital assets means software, programs, your personal electronic data, digital photos, digital music and digital video stored on your computer systems.

II.5 Digital wallet is an e-wallet associated with a user's account with an online merchant and is intended for effecting payment for the purchase of goods and services through the online merchant's website.

II.6

Electronic communication means:

(a) electronic mails; (b) instructions given via the online banking or trading platform of a financial institution; or (c) instructions given via the mobile application software (App) of a financial institution.

Electronic data means information stored or transmitted in a digital format.

Financial loss means:

- (a) loss of funds from your personal account with a financial institution or from your digital wallet with an online merchant; (b) any associated fees, penalties or interest incurred by you which have been levied by the financial institution or onlin merchant;
- (c) plastic card charges that you have incurred, including any penalties or interest which have been levied by the financi institution
- (d) Fraudulent charges made by a third party against your lost or stolen plastic card, incurred only within twelve (12) hours prior to your reporting of the loss to the issuers of your plastic card (where applicable) and/or the financial institution where your personal account is held.

II.9

Financial Loss does not include any taxes, the loss of tax benefits, or fines and penalties imposed by law.

II.10 Incident Responder means XXX and/or other service providers nominated by them. Contact with an Incident Responder does not on its own constitute notice of claim under this policy.

II.11 Insured means the person named in the Schedule as Insured.

II.12 Online merchant means a Third Party retail business registered with a valid business license according to the jurisdiction of the country which it is situated in and which accepts payment for goods and services through a secured online payment gateway.

II.13 Loss means:

Financial loss for the purpose of Insuring Agreement 1.1

Loss does not include any taxes, the loss of tax benefits, or fines and penalties imposed by law.

II.14 Personal information means information or data relating to your personal identity, which publicly documents, authenticates or proves your genuine identity or good standing.

.15 Plastic card means any credit, debit, charge or store card that is registered to your name.

Policy means this insurance document and the Schedule, including any endorsements.

Policyholder refers to the named owner of this policy as shown in the Schedule.

II.18 Policy period means the period set forth in the Schedule.

I.19 Third party means any natural person or entity other than you, acting on their own accord, without your knowledge onsent, assistance or participation.

.20 Time element loss means business interruption, contingent business interruption or any other consequential losses

II.21 Your computer system means:

- (a) any home computer network, router, hardware, digital assets therein and all associated input and output devise, whic is owned by you and used mainly by you for personal purposes, and which is located at your home; or
- (b) mobile phones, laptops, notebook or tablets, which are owned by you and used mainly by you for personal purposes.

2.31 Insured means those persons/card holders to be specifically listed and declared by the Policyholder to be covered unde this policy.

2.32 You / your means the Policyholder or Insured.

2.33 We / us / our / insurer means BPI/MS Insurance Corporation.

III. EXCLUSIONS

This policy does not cover:

III.1 Abnormal Conditions/ State of Emergency / Mass Cyber-Attack Any loss based upon, arising from or as consequence of any abnormal conditions or state of emergency as declared by the local authorities (whether physical or otherwise) or mass cyber-attack except to the extent that you shall prove that such loss

happened independently of such abnormal conditions or state of emergency as declared by the local authorities or mass cyberattack.

III.2 Business Activities

Any loss based upon, arising from or as a consequence of any activities carried out by you for trade, business or professional purposes, including any loss connected to an account with a financial institution that is used for trade, business or professional purposes.

III.3 Confidence Scams

Any loss based upon, arising from or as consequence of a confidence trick involving feigned intentions towards you, such as romantic intentions, investments, contracts, loans and the like, gaining your confidence or affections, and then using that goodwill to commit fraud.

III.4 Currency

Any loss involving unregulated digital currency of any kind, unregulated virtual currency of any kind or unregulated cryptocurrenc of any kind.

III.5

Dishonest Acts

Any loss based upon, arising from or as a consequence of any dishonest, criminal, malicious or fraudulent acts if you willingly participated in or directed such acts.

III.6

Indirect or Consequential Loss

Any indirect or consequential loss of any nature, except as expressly provided for in this policy.

III.7 Infrastructure Failure

Any loss based upon, arising from or as consequence of any outage in or disruption of electrical power or telecommunications services operated by a third party service provider.

III.8 Lost or Stolen Plastic Cards

Any loss based upon, arising from or as consequence of lost or stolen plastic cards (unless specifically covered by this Policy)

III.9 Nuclear Risks

- (a) loss or destruction of or damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss; or
- (b) legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from:
 - (i) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel; or
 - (ii) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.

3.10 Prior Matters

Any loss based upon, arising from or as a consequence of any fact, circumstance, act, threat or event which you were aware of prior to the inception date of this policy.

3.11 Property Damage

Any physical loss or damage to tangible property.

3.12 Terrorism

any loss based upon, arising from or as a consequence of:

(a) any act of terrorism, notwithstanding any provision to the contrary within this policy or any endorsement thereto; or (b) any action taken in controlling, preventing, suppressing or in any way relating to any act of terrorism.

3.13 Voluntary Disclosure

Any loss based upon, arising from or as a consequence of voluntary disclosure by you of any code or other security information to someone who subsequently commits or colludes with you in an identity theft, cyber event, non-delivery, accidental damage or theft.

3.14 War, Invasion and Civil Commotion

Any loss based upon, arising out of or a consequence of:

(a) war, invasion, act of foreign enemy, hostilities or warlike operations (whether war be declared or not), civil war; or (b) civil commotion assuming the proportions of or amounting to a popular uprising, military rising, mutiny, insurrection, rebellion, revolution, military or usurped power, martial law or state of siege or any of the events or causes which determine the proclamation or maintenance of martial law or state or any act of any person acting on behalf of or in connection with any organization with activities directed towards the overthrow by force of the government de jure or de facto or to the influencing of it by terrorism or violence.

3.15 Wear and Tear

Any loss based upon, arising from or as a consequence of any ordinary wear and tear, drop in performance, progressive or gradual deterioration.

3.16 Police Report

Any loss based upon, arising out of or a consequence of non-reporting of the identity theft, cyber event, or theft to the police and/or you do not have a police reference number.

3.17 Corporate Cyber Liability Exclusion

Any losses related to corporate cyber liability or arising from a commercial cyber-attack and any losses where a legal corporate entity of any sort is the subject of a cyber-attack. Legal corporate entities here are in reference to but not limited to NGOs or any registered or unregistered business entity.

3.18 Infectious / Communicable Disease Exclusion

Notwithstanding any provision of this Agreement including any exclusion, extension or other provision included herein which would otherwise override a general exclusion, all losses, damage, resultant time element losses, and costs in connection with or arising directly or indirectly from infectious and/or communicable diseases is excluded.

IV. GENERAL CONDITIONS

Claims Notification

(a) As soon as you become aware during the policy period of any fact or circumstances that is reasonably likely to result in a loss covered under this policy, you must notify us as soon as possible, but, in any event, you liaise with our incident responder within seventy-two (72) hours after it was first discovered.

(b) You shall provide us with all information, assistance and cooperation which we reasonably request and

shall;

take all reasonable steps to mitigate or avoid a loss under this policy;

(ii) provide full co-operation and compliance with the incident responder's process in order to mitigate any loss under this policy.

(iii) Co-operate with the incident responder's attempts and assistance to recover loss relating to a claim under Insuring Agreement from a financial institution or online merchant (as applicable) that may be responsible for all or part of the loss; and

do nothing that may prejudice our potential or actual rights of recovery with respect to a loss.

(c) With respect to Insuring Agreement 1.1, you must report to the police as well as the issuers of your plastic card (where applicable) and/or the financial institution where your personal account is held (where applicable) or the online merchant holding your digital wallet (where applicable) as soon as practicable but no later than twenty-four (24) hours after your discovery of an cyber event.

(d) With respect to lost or stolen plastic cards as part of Insuring Agreement 1.1, you must report the loss or theft of the plastic card to the police as well as the issuers of the plastic card (where applicable) and/or the financial institution where our personal account is held (where applicable) within twelve (12) hours of the loss

5.2 Duty of Care

You must:

a) make sure that your computer system is used and maintained as recommended by the manufacturer or supplier;

(b) take reasonable measures to safeguard your computer system, including the installation of anti-malware software. It is recommended that you update your anti-malware software regularly in accordance with the manufacturer's recommendation and regularly back-up your digital assets;

take reasonable measures when disposing of and destroying your computer system to protect your digital assets; (d) take reasonable measures to safeguard your personal information, plastic cards and details of your accounts with financial institutions;

(e) take reasonable measures to authenticate and verify the identity of the sender of an electronic communication to you, requesting the transfer of funds including the sender's entitlement to request and receive such funds, prior to such funds being transferred from your personal account with a financial institution to an account of a third party.

(f) take all necessary reasonable action against the seller to send replacement product or refund the purchase amount to you; and

(g) have informed the seller in writing of the non-delivery of the product and demanded replacement product or a full refund; and the product have not been delivered. In the event that a claim for non-delivery is paid to you, and the original product eventually arrived, you should pay back any indemnity received to us.

5.3 Renewal Clause

Unless the Insurer at least for forty-five (45) days in advance of the end of policy period mails or delivers to the Insured at the address shown in the policy notice of its intention not to renew, or to condition its renewal upon reduction of the limits or elimination of coverages, you shall be entitled to renew the policy upon payment of the premium due on the effective date of renewal.

5.4

Cancellation

(a) By you, no refund for any cancellation of this policy.

- (b) By us, we may cancel the policy at any time by giving the policyholder at least seven (7) days prior notice in writing to the policyholder address on file, and in accordance with the law, including where the policyholder has:
- i. made a misrepresentation to us before the policy was entered into;
 - ii. failed to comply with policyholder's duty of disclosure;
 - iii. failed to comply with a provision of policyholder's policy including failure to pay the premium;
 - iv. made a fraudulent claim under the policy or any other policy during the time the policy has been in effect; v. failed to notify us of a specific act or omission as required under the policy; or
 - vi. failed to tell us about any changes in the circumstances of the risk during the policy period.

In the event of cancellation under b. i, ii, iv to vi, we will return promptly any premium actually paid by the policyholder

5.5 Fraud

If you make any claim knowing the same to be false or fraudulent, as regards amount or otherwise, this policy shall become void from the beginning and all claims hereunder shall be forfeited.

5.6 Geographical Coverage Worldwide

5.7 Interpretation

The construction, interpretation and meaning of the terms, conditions, exclusions and limitations of this policy shall be determined in accordance with the laws of Philippines and in accordance with the English text as it appears in this policy.

Notice of Trust or Assignment

We shall not accept or be affected by notice of any trust or assignment or the like which relates to this policy.

5.9

Other Insurance

This policy shall apply in excess of any other valid and collectible insurance policy available to you, including any retention or deductible portion thereof, unless such other insurance is written only as specific excess insurance over the Sum Insured under this policy.

5.10 Sanctions

We shall not be deemed to provide cover nor shall we be liable to pay any claim or provide any benefit under this policy to the extent that the provision of such cover, payment of such claim would expose us to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of European Union, United States of America, United Kingdom and/or any other applicable national economic or trade sanction law or regulations.

5.11 Subrogation

In the event of any payment under this policy, the Insurer shall be subrogated to all your rights of recovery therefor against any person or organization and you shall execute and deliver instruments and papers and do whatever else is necessary to secure such rights. You shall do nothing after loss to prejudice such rights.

5.12 Arbitration

If any difference or dispute may arise with respect to the amount of the Insurer's liability under this Policy the same shall be referred to the decision of a single arbitrator to be agreed upon by both parties or failing such agreement of a single arbitrator to the decision of two arbitrators one to be appointed in writing by each of the parties within one (1) calendar month after having been required in writing so to do by either of the parties and in case of disagreement between the arbitrators to the decision of a third arbitrator who shall have been appointed in writing by the arbitrators before entering on the reference and the costs of and incidental to the reference shall be dealt with in the award. And it is hereby expressly stipulated and declared that it shall be a condition precedent to any right of action or suit upon this Policy that the award by such arbitrator or arbitrators of the amount of the Insurer's liability hereunder if disputed shall be first obtained.

If a claim be made and rejected and an action or suit be not commenced within twelve (12) months after such rejection or (in case of an arbitration taking place as provided herein) within twelve (12) months after the arbitrator or arbitrators shall have made their award then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.

5.13 Governing Law

This policy will be governed by and interpreted in accordance with the laws of the Philippines.

5.14 Mediation

In the event of any controversy or claim arising out of or relating to this contract, or breach thereof, the parties hereto agree first to try and settle the dispute by mediation, administered by the Insurance Commission or any recognized mediation institution under its Mediation Rules, before resorting to arbitration, litigation or some other dispute resolution procedure.

5.15 Settlement of Claim Clause

The amount of any loss or damage for which the Insurer may be liable, under this policy shall be paid within thirty (30) days after proof of loss is received by the Insurer and ascertainment of the loss or damage is made either by agreement between you and the Insurer or by arbitration; but if such ascertainment is not had or made within sixty (60) days after such receipt by the Insurer of the proof of loss, then the loss or damage shall be paid within ninety (90) days after such receipt. Refusal or failure to pay the loss or damage within the time prescribed herein will entitle the assured to collect interest on the proceeds of the policy for the duration of the delay at the rate of twice the ceiling prescribed by the Monetary Board, unless such failure or refusal to pay is based on the grounds that the claim is fraudulent.

5.16 Civil Code Article 1250 Waiver Clause

It is hereby further declared and agreed that the provision of Article 1250 of the Civil Code of the Philippines (Republic Act No. 386) which reads: "...In case an extraordinary inflation or deflation of the currency stipulated should supervene, the value of the currency at the time of the establishment of the obligation shall be the basis of payment..." shall not apply in determining the extent of liability under the provisions of this Policy.

5.17 Data Privacy Clause

You allow the representatives, officers, assignees, subsidiaries or affiliates of the Insurer to process your personal information which may be confidential or sensitive in nature to proceed with the conduct of business. All documents and records furnished by you shall be afforded with protection as dictated by the industry standards. You hold the Insurer, its

representatives, officers, assignees, subsidiaries or affiliates free and harmless from any liability for disclosures done within reasonable conduct of business or upon lawful order of the court or regulatory agencies.

Short Period Rate Scale

The following scale of rates shall apply to Policies issued or renewed for less than one year and shall also be used in calculating return premiums on Policies cancelled and not replaced:

IN WITNESS WHEREOF, the Insurer has caused this Policy to be signed by its duly authorized officer/representative.

Documentary Stamps to the value stated in the Schedule have been affixed and properly cancelled on the office copy of this Policy.

II. Privacy Notice

CARD PROTECT PRIVACY NOTICE

GCash, values and respects the privacy as well as the security and protection of its stakeholders' personal data including the personal data of its partners, suppliers, merchants and employees.

Fully verified GCash users can now enjoy the GCash Card—a prepaid debit card linked to your GCash account that stores and secures your funds with added convenience and security features. You can use your linked GCash Cards to pay for online purchases from merchants who accept GCash cards and withdraw funds from any BancNet or GCash card-affiliated Automated Teller Machines (“ATM”). As a testament to its commitment to offer you financial security and protection, GCash has included a 30-day Personal Cyber Insurance coverage with your GCash Card free of charge. In this regard, GCash may process your personal data.

As part of this commitment and in accordance with Republic Act 10173 or the Data Privacy Act of 2012 (“DPA”) to ensure the implementation of the reasonable and appropriate security measures it has previously set in place, GCash would like to notify you that by activating your GCash Card in accordance with the Card Protect Terms, you acknowledge, understand and authorize GCash to:

1. Share your Full Name (First Name, Middle Name, Last Name), Email Address, GCash mobile number and Virtual Account Number (collectively known as “GCash Card Information”) to BPI MS Insurance Corporation (“BPI MS”) to process your free 30- day Personal Cyber Insurance, and/or reach out to you for sales and marketing offers. Please note that with respect to your insurance policy, you may exercise your right to be informed of the processing of your personal data, to access or correct your personal data, to object to the processing, to request the erasure or

blocking of your personal data through the Data Protection Officer of BPI MS. Your Cyber Insurance Policy is available here, while the Privacy Policy of BPI MS is available here.

2. Process your GCash Card Information for purposes stated in the Card Protect Terms. “Processing” refers to any operation or any set of operations performed upon personal data including, but not limited to, the collection, recording, organization, storage, updating or modification, retrieval, consultation, use, consolidation, blocking, erasure or destruction of data;
3. Share the GCash Card Information to its employees, representatives and/or partner organizations for the specified purpose provided above; and
4. Keep a copy of your personal data for a period of five (5) years after expiration of the policy, unless otherwise required by law and relevant rules and regulations.

GCash respects the rights of data subjects under the DPA. As a data subject, you may exercise your right to be informed of the processing of your personal data, to access or correct your personal data, to object to the processing, to request the erasure or blocking of your personal data obtained in the course of this engagement.

You may communicate any request for the exercise of your data privacy rights or concerns regarding your personal data to its Data Protection Officer at gxi.dataprivacy@mynt.xyz.

For more information on how GCash manages your privacy, please refer to GCash’s Privacy Notice.

III. Disclaimer

The GCash User/Insured acknowledges and agrees that GCash is not a product/service owner, agent or representative of BPI MS Insurance Corporation. GCash only makes its BPI MS Insurance Corporation’s products and services accessible to GCash Users through the GCash app and/or GCash card. As such, GCash is not responsible for the acts and/or omissions of the BPI MS Insurance Corporation and shall not be liable for any damages arising or may arise from the transaction of the GCash User/Insured and the BPI MS Insurance Corporation.

Source: https://help.gcash.com/hc/en-us/article_attachments/23397986458393

Cards {#cards}

Path: categories/20378129688217

ADVISORY:

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

Get Started with the GCash Card

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

Use your GCash Card

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

Manage your GCash Card

- [How do I link my GCash Card to my GCash account?](#)
- [How do I reset my GCash VISA/Mastercard PIN?](#)
- [How do I deactivate my GCash Card from my account?](#)
- [How do I lock my GCash Card?](#)

Get Help with GCash Card

- [I can't order a GCash Card. What do I do?](#)
- [My GCash Card has not been delivered yet after 10 days. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I want a refund for a purchase I made using my GCash Card](#) See all 14 articles

AMEX Virtual Pay

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

Source: <https://help.gcash.com/hc/en-us/categories/20378129688217>

Cards {#cards}

Path: categories/20378129688217-Cards

ADVISORY:

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

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

Source: <https://help.gcash.com/hc/en-us/categories/20378129688217-Cards>

Cash In {#cash-in}

Path: categories/360001959874-Cash-In

ADVISORY:

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

Cash in via Linked Local Bank Partners

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

Cash in via our Local Partners

- [I cashed in at an over the counter store or a machine but I didn't receive the money. What do I do?](#)
- [Can I cash in to GCash with coins?](#)

- [Can I cash in to my GCash wallet using a Credit/Debit Card?](#)
- [How do I cash in to GCash from my online banking app or website?](#)
- [Where can I cash in over-the-counter to my GCash account?](#)
- [How do I cash in to GCash from InstaPay or PESONet? See all 7 articles](#)

Get help with Cash In

- [Why does my bank account unlink from GCash even though I already linked it before?](#)
- [I cashed in using international remittance but I didn't receive the money. What do I do?](#)
- [What are the GCash Cash In fees I need to know about?](#)
- [I cashed in to the wrong GCash account. What can I do?](#)
- [I transferred money or cashed in from a bank or e-wallet but I didn't receive the money. What do I do?](#)
- [I cannot link my bank to GCash. What do I do? See all 7 articles](#)

Source: <https://help.gcash.com/hc/en-us/categories/360001959874-Cash-In>

Cash In {#cash-in}

Path: categories/360001959874

ADVISORY:

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

Cash in via Linked Local Bank Partners

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

Cash in via our Local Partners

- [I cashed in an over the counter store or a machine but I didn't receive the money. What do I do?](#)
- [Can I cash in to GCash with coins?](#)
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- [How do I cash in to GCash from InstaPay or PESONet? See all 7 articles](#)

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- [I transferred money or cashed in from a bank or e-wallet but I didn't receive the money. What do I do?](#)
- [I cannot link my bank to GCash. What do I do? See all 7 articles](#)

Source: <https://help.gcash.com/hc/en-us/categories/360001959874>

Cash In via Linked International Partners {#cash-in-via-linked-international-partners}

Path: sections/46268581493017-Cash-In-via-Linked-International-Partners

ADVISORY:

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

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

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

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

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

Source: <https://help.gcash.com/hc/en-us/sections/46268581493017-Cash-In-via-Linked-International-Partners>

Cash Out {#cash-out}

Path: categories/22717257618713-Cash-Out

ADVISORY:

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

How to cash out

- [How do I cash out from GCash Partner Outlets?](#)
- [How do I cash out using RCBC Scan to Withdraw?](#)

Get help with my Cash Out

- [My QR code is expired or invalid when using RCBC Scan to Withdraw. What should I do?](#)

Source: <https://help.gcash.com/hc/en-us/categories/22717257618713-Cash-Out>

Cash in via International Banks and Partners {#cash-in-via-international-banks-and-partners}

Path: sections/46270243893401-Cash-in-via-International-Banks-and-Partners

ADVISORY:

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

[How do I link my US bank account to GCash?](#)

[What are the official US bank channels for Cash in?](#)

[How do I cash in to GCash with a EU/UK or US Bank account?](#)

[What are the official EU/UK bank channels for Cash in?](#)

Source: <https://help.gcash.com/hc/en-us/sections/46270243893401-Cash-in-via-International-Banks-and-Partners>

Cash in via Linked Local Bank Partners {#cash-in-via-linked-local-bank-partners}

Path: sections/360004695913-Cash-in-via-Linked-Local-Bank-Partners

ADVISORY:

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

[How do I link my Unionbank account to GCash?](#)

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

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

Source: <https://help.gcash.com/hc/en-us/sections/360004695913-Cash-in-via-Linked-Local-Bank-Partners>

Cash in via our Local Partners {#cash-in-via-our-local-partners}

Path: sections/360004695933-Cash-in-via-our-Local-Partners

ADVISORY:

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

I cashed in an over the counter store or a machine but I didn't receive the money. What do I do?

Can I cash in to GCash with coins?

Can I cash in to my GCash wallet using a Credit/Debit Card?

How do I cash in to GCash from my online banking app or website?

Where can I cash in over-the-counter to my GCash account?

How do I cash in to GCash from InstaPay or PESONet?

How do I cash in to GCash Over-the-Counter for free?

Source: <https://help.gcash.com/hc/en-us/sections/360004695933-Cash-in-via-our-Local-Partners>

Cebuana Lhuillier DriverCARE Personal Accident Insurance {#cebuana-lhuillier-drivercare-personal-accident-insurance}

Path: articles/13923157520793-Cebuana-Lhuillier-DriverCARE-Personal-Accident-Insurance

ADVISORY:

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

Articles in this section

- Cebuana Lhuillier DriverCARE Personal Accident Insurance
- Cebuana Lhuillier EmployeeCARE Personal Accident Insurance
- Pioneer OFW Insurance

Promoted articles

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

Cebuana Lhuillier DriverCARE is a personal accident (PA) insurance developed by Malayan Insurance Company Inc. to make insurance accessible and affordable to the general public. This insurance policy is best suited for Grab, Taxi, Jeepney, Tricycle, Bus, Truck, and Motorcycle drivers.

Jump to:

- [Coverage](#)
- [Eligibility](#)
- [Purchase CL DriverCARE Personal Accident Insurance](#)
- [Claims and Cancellation](#)
- [Contact Cebuana Lhuillier](#)

Coverage

The coverage of your Cebuana Lhuillier DriverCARE Personal Accident Insurance Program is effective for one year upon purchase and is renewable annually. The insurance cover will commence at 12:00 PM the day following the date of purchase, and shall expire one year thereafter.

||||---|---|| **COVERAGE | LIMITS** || Accidental Death, Disablement & Dismemberment PHP 50,000 | PHP 50,000 || Total Permanent Disability | PHP 50,000 || Disablement or Dismemberment* | Up to PHP 50,000 || Murder & Unprovoked Assault | PHP 50,000 || Medical Reimbursement -accidental injuries | Up to PHP 3,000 || Burial Expense Benefit - accidental death | PHP 5,000 || Daily Hospital Income - accidental cause*** | PHP 100/day || Fire Cash Assistance | PHP 1,000 |

Eligibility

You can avail of this product if you are:

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

Purchase Cebuana Lhuillier DriverCARE Personal Accident Insurance

Please note that you **can avail of only one Cebuana Lhuillier DriverCARE Personal Accident Insurance Program policy per person per year in GInsure. To purchase this, follow the steps below:**

STEP 1: On your GCash App, tap **GInsure**

STEP 2: Tap **Personal**

STEP 3: Tap **DriverCare**

STEP 4: A pop-up Declaration will appear. Tap **Agree**

STEP 5: You'll be redirected to the Cebuana Lhuillier Insurance Product page. Tap **Proceed**

STEP 6: Check out the full packages of DriverCARE. Select the package you want to avail and tap **Proceed**

STEP 7: Fill in all the required details and upload 1 valid government ID

STEP 8: Read through the Product Terms and Conditions. Tap **Proceed**

STEP 9: You will be redirected to the GCash App to pay for your policy. Tap **Agree**

STEP 10: Review the details of your transaction and tap **Proceed**

STEP 11: You will receive a payment confirmation of the successful purchase of your policy with your reference number

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

You may **renew** your CL DriverCARE Personal Accident Insurance Program policy **after one month**.

Claims and Cancellation

Claims

To file a claim for your CL DriverCARE Personal Accident Insurance, send an email to insurance_support@pjluillier.com and CLIBClaims@pjluillier.com with the email subject **GCASH CLAIM- NAME of CLIENT**. You may also call [Cebuana Lhuillier's customer support hotline](#).

Upon submission of complete and accurate claim documents, the **standard turnaround time for the policyholder's claim is ten (10) working days**.

Please note that the **written notice of the incident** on which the claim may be based must be given to Cebuana Lhuillier Insurance Brokers within **thirty (30) days** after the date of the accident causing such disablement/dismemberment.

In the event of **accidental death, immediate notice** thereof must be given to Cebuana Lhuillier.

Cancellation of Policy

To cancel your CL DriverCARE Personal Accident Insurance, please send an email to insurance_support@pjluillier.com with the email subject: **GCash Cancellation - Name of Client**.

Contact Cebuana Lhuillier

To contact Cebuana Lhuillier, please check out their available channels below:

Email: insurance_support@pjluillier.com

Hotline: +632-8895-1093

[Previous](#)

[Next](#)

Cebuana Lhuillier EmployeeCARE Personal Accident Insurance

- [Cebuana Lhuillier DriverCARE Personal Accident Insurance](#)
- [Cebuana Lhuillier EmployeeCARE Personal Accident Insurance](#)
- [Pioneer OFW Insurance](#)

13923157520793

Source: <https://help.gcash.com/hc/en-us/articles/13923157520793-Cebuana-Lhuillier-DriverCARE-Personal-Accident-Insurance>

Cebuana Lhuillier EmployeeCARE Personal Accident Insurance {#cebuana-lhuillier-employeecare-personal-accident-insurance}

Path: articles/13921357432601-Cebuana-Lhuillier-EmployeeCARE-Personal-Accident-Insurance

ADVISORY:

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

Articles in this section

- [Cebuana Lhuillier DriverCARE Personal Accident Insurance](#)
- [Cebuana Lhuillier EmployeeCARE Personal Accident Insurance](#)
- [Pioneer OFW Insurance](#)

Promoted articles

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

Cebuana Lhuillier EmployeeCare is a personal accident (PA) insurance program developed by Malayan Insurance Company Inc. to make insurance accessible and affordable to the general public. This insurance policy is available to all occupations except high-risk jobs. Policy coverage is **limited to accidental causes only**.

Jump to:

- [Coverage](#)
 - [High-Risk Jobs excluded from CL EmployeeCARE](#)
 - [Benefits for Disablement and Dismemberment](#)
 - [Locations excluded from the Murder and Unprovoked Assault Benefit](#)
- [Eligibility](#)
- [Purchase CL EmployeeCARE](#)
- [Claims and Cancellation](#)
- [Contact Cebuana Lhuillier](#)

Coverage

The coverage of CL EmployeeCare Insurance is effective for one year and is renewable annually. The insurance cover will commence at 12:00 PM the day following the date of purchase, and shall expire one year thereafter.

||||| --- | --- | --- || **COVERAGE | DEFINITION | LIMITS** || **Accidental Death, Disablement & Dismemberment** | Provides indemnity to the Insured/s for loss of life arising from an Accident.
 The term “accident” for the purpose of this insurance shall be understood to mean a sudden, unforeseen, violent, and external event that results to visible bodily injury or loss of life. | PHP 50,000 || **Total Permanent Disability** | Provides lump sum benefit if the insured, due to accident, is unable to engage in any occupation or employment for compensation or profit for which he is qualified by reason of his training, education, or experience. | PHP 50,000 || **Disablement or Dismemberment*** | Subject to the Schedule of Benefits, the policy will provide compensation
 (i) for loss of limbs or body parts or
 (ii) incapacity to move or use limbs or body parts (e.g. blindness, crippling, etc.). | Up to PHP 50,000 || **Murder & Unprovoked Assault** | Provides indemnity to the Assured for loss of life or injury due to murder and unprovoked assault arising from robbery, hold-up, assault, or other unlawful acts done to the Assured. | PHP 50,000 || **Burial Expense Benefit - accidental death** | Provides financial assistance up to the specified limit in the policy for burial expenses in the event of the Assured’s death due to accident. | PHP 5,000 || **Daily Hospital Income - accidental cause** | Provides financial assistance to the insured on a daily basis in the event of hospital confinement due to accident for a maximum of 5 days per confinement and 30 days annual aggregate. | PHP 100/day || **Fire Cash Assistance** | Provides lump sum cash assistance benefit to the Assured, up to the amount stated in the policy schedule of cover in the event of direct loss of or damage (up to 75% damaged and rendered uninhabitable) to the Assured’s personal belongings and property due to Fire and Lightning. | PHP 1,000 |

High-Risk Jobs excluded from the Cebuana Lhuillier EmployeeCARE Personal Accident Insurance

||||--- || Actors, entertainers, models, media men, professional sportsmen/women | Airline crew, pilots, airport maintenance ground crew || Ammunition, firework, and explosives manufacturers | amusement arcade and fairground workers, zoo attendants || Artist (excl. commercial) | circus, zoo, and wildlife park workers || persons engaged in hazardous sports and pastimes (e.g. gliding, hang gliding and ballooning, motor racing of any kind including stock car racing and carting, mountaineering, rock and cliff climbing using ropes or guides, parachuting, pot-holing and similar underground activities, power and speedboat racing, private flying as a pilot, skin diving or use of underwater breathing apparatus, etc.) | civil engineering contractors (e.g. blast furnace, bridge, chimney, dam, dock, foundation, harbor, pier, piling, reservoir, road, structural steel, tower, tunnel, well, and wharf, construction, demolition, erection and maintenance) || construction workers, railway track workers/maintenance personnel, foundry workers, roofers, quarry/sand and gravel pit workers, tree fellers, haulers | film cameramen, crew, stuntmen, international reporters and photographers || persons declaring two or more accidents in past 5 years which would have generated claims under a Personal Accident policy | members of the Armed Forces (e.g. AFP, PNP, Navy, Marines, etc.), security guards, barangay tanods, firemen, merchant navy crews | scrap dealers | life assurance declinature || Persons residing or about to reside abroad | cleaners of building exteriors || Persons engaged in external works at high rise locations (height in excess of 15m) such as steeplejacks, scaffolding crew, window cleaners, etc. | Persons working in or around docks and harbors (e.g. stevedores, dredger operators, wharf workers, tug operators) || Persons working below ground (e.g. coal miners and colliery engineers) | Persons working underwater (e.g. diving contractors, professional divers) || Persons working in boats or at sea (e.g. bargemen, seamen, fishermen, etc.) ||

Benefits for Disablement and Dismemberment

||||--- || **Description of Dismemberment | Percentage of the Capital Sum** || Loss of two limbs | 100% || Loss of both hands, or all fingers, and both thumbs | 100% || Loss of both feet | 100% || Loss of one hand and one foot | 100% || Loss of sight of both eyes | 100% || Any other injury causing permanent total disablement | 1%/ month up to 100 || Loss of arm at or above the elbow | 70% || Loss of arm between elbow and wrist | 50% || Loss of hand | 50% || Loss of leg at or above knee | 60% || Loss of one foot | 50% || Loss of sight of one eye | 50% || Loss of speech | 50% || Loss of hearing - both ears | 50% || Loss of hearing - one ear | 25% || Total loss by physical severance or total and permanent loss of use of: ||| Thumb and four fingers of one hand | 50% || Four fingers of one hand | 40% || Thumb (both phalanges) | 25% || Thumb (one phalanx) | 10% || Index finger (three phalanges) | 15% || Index finger (two phalanges) | 8% || Index finger (one phalanx) | 4% || Middle finger (three phalanges) | 10% || Middle finger (two phalanges) | 4% || Middle finger (one phalanx) | 2% || Ring finger (three phalanges) | 8% || Ring finger (two phalanges) | 4% || Ring finger (one phalanx) | 2% || Little finger (three phalanges) | 6% || Little finger (two phalanges) | 3% || Little finger (one phalanx) | 2% || All toes of one foot | 17% || Great toe (two phalanges) | 5% || Great toe (one phalanx) | 2% || Any other toe | 3% |

Note: Any permanent partial disablement not specific above other than loss of sense of taste or smell * such percentage to be assessed by the Company as in the opinion of the Company's medical advisers is not inconsistent with the rates specified above and without regards to the Person Insured's employment or occupation.

Locations excluded from the Murder and Unprovoked Assault Benefit

- Lanao Del Norte
- Lanao del Sur
- North Cotabato
- South Cotabato
- Zamboanga Del Norte
- Zamboanga Del Sur
- Maguindanao
- Sultan Kudarat
- Sulu Archipelago
- Basilan

Eligibility

You can avail of this product if you are:

- At least 18-64 years old
- A Filipino citizen residing in the Philippines at the time of application
- A Fully Verified GCash user

Purchase Cebuana Lhuillier EmployeeCARE Personal Accident Insurance

Note: You can avail of only one Cebuana Lhuillier EmployeeCARE Personal Accident Insurance Program policy per person per year in GInsure.

STEP 1: On your GCash App, tap **GInsure**

STEP 2: Tap **Personal**

STEP 3: Tap **EmployeeCare**

STEP 4: A pop-up Declaration will appear. Tap **Agree**

STEP 5: You'll be redirected to the Cebuana Lhuillier Insurance Product page. Tap **Proceed**

STEP 6: Check out the full packages of EmployeeCare. Select the package you want to avail and tap **Proceed**

STEP 7: Fill in all the required details and upload 1 valid government ID

STEP 8: Read through the Product Terms and Conditions. Tap **Proceed**

STEP 9: You will be redirected to the GCash App to pay for your policy. Tap **Agree**

STEP 10: Review the details of your transaction and tap **Proceed**

STEP 11: You will receive a payment confirmation of the successful purchase of your policy with your reference number.

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

You may **renew** your CL DriverCARE Personal Accident Insurance Program policy **after one month**.

Claims and Cancellation

Claims

To file a claim for your CL EmployeeCare Personal Accident Insurance, send an email to insurance_support@pjluhullier.com and CLIBClaims@pjluhullier.com with the email subject **GCASH CLAIM- NAME of CLIENT.** You may also call [Cebuana Lhuillier's customer support hotline](#).

Upon submission of complete and accurate claim documents, the **standard turnaround time for the policy holder's claim is ten (10) working days.**

Please note that **written notice of the incident** on which the claim may be based must be given to Cebuana Lhuillier Insurance Brokers within **thirty (30) days** after the date of the accident causing such disablement/dismemberment.

In the event of **accidental death**, **immediate notice** thereof must be given to Cebuana Lhuillier.

Cancellation of Policy

To cancel your CL EmployeeCARE Personal Accident Insurance, please send an email to insurance_support@pjluhullier.com with the email subject: **GCash Cancellation - Name of Client.**

Contact Cebuana Lhuillier

To contact Cebuana Lhuillier, please check out their available channels below:

Email: insurance_support@pjluhullier.com

Hotline: +632-8895-1093

[Previous](#)

Cebuana Lhuillier DriverCARE Personal Accident Insurance

[Next](#)

Pioneer OFW Insurance

- [Cebuana Lhuillier DriverCARE Personal Accident Insurance](#)
- [Cebuana Lhuillier EmployeeCARE Personal Accident Insurance](#)
- [Pioneer OFW Insurance](#)

13921357432601

Source: <https://help.gcash.com/hc/en-us/articles/13921357432601-Cebuana-Lhuillier-EmployeeCARE-Personal-Accident-Insurance>

Cebuana Lhuillier Personal Accident Basic Insurance Program {#cebuana-lhuillier-personal-accident-basic-insurance-program}

Path: articles/13923921923097-Cebuana-Lhuillier-Personal-Accident-Basic-Insurance-Program

ADVISORY:

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

Articles in this section

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

Promoted articles

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

Personal Accident Basic is a personal accident (PA) insurance program by Cebuana Lhuillier underwritten by Malayan Insurance Company Inc. to make insurance accessible and affordable to the general public.

Jump to:

- [Benefits](#)
- [Eligibility](#)
- [Coverage](#)
- [Purchase CL Personal Accident Basic Insurance Program](#)

- [Claims](#)
- [Renewal and Cancellation](#)
- [Contact](#)

Benefits

| **COVERAGE | LIMITS** | | --- | --- | | Accidental Death | PHP 10,000 | | Total Permanent Disability (Accidental Cause) | PHP 10,000 | | Dismemberment and/or Disablement | Up to PHP 10,000 |

Eligibility

You can avail of this product if you are:

- At least 18-70 years old
- A Filipino citizen residing in the Philippines at the time of application
- A [Fully Verified](#) GCash user

Coverage

The CL Personal Accident Basic Insurance is effective for one month and is renewable monthly. A maximum of five (5) covers per person at any given time is allowed while the policy is effective.

The insurance will start at 12:00 NN the day following the date of purchase and will expire one (1) month thereafter.

Purchase CL Personal Accident Basic Insurance Program

To purchase a policy, follow the steps below:

1. On your GCash App, tap **GInsure > Personal**
2. Tap **Personal Accident Basic**
3. A pop-up declaration will appear. Tap **Agree**
4. Once redirected to the Cebuana Lhuillier Insurance Product page, tap **Proceed**
5. Read the full packages of the CL Personal Accident Basic Product. Select the package you want to avail and tap **Proceed**
6. Provide all the required details and upload one (1) valid government ID
7. Read the Product Terms and Conditions, then tap **Proceed**
8. You will be redirected to the GCash App to pay for your policy. Tap **Agree**
9. Review your transaction details and tap **Proceed**. You will be redirected to a payment confirmation page.

Once you have successfully purchased the policy, you will be directed right away to a confirmation page that has the product name and reference number.

You will receive an email confirmation stating that the policy has been issued and is active. Within twenty-four (24) hours from the policy purchase, another email will be sent which includes all policy documents, including the Policy Contract.

View Policy Contract

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

Claims

You may submit your claims request by sending an email to insurance_support@pjluhullier.com and CLIBClaims@pjluhullier.com with the email subject **GCASH CLAIM- NAME of CLIENT**. Upon submission of complete and accurate claim documents, the standard turnaround time for the policyholder's claim is **ten (10) working days**.

The written notice of the incident on which the claim may be based must be given to Cebuana Lhuillier Insurance Brokers **within thirty (30) days after the date of the accident** in the event of disablement/dismemberment, and **immediately** in the event of accidental death.

Renewal and Cancellation

Renewal

You may renew your CL Personal Accident Basic policy after one month.

Cancellation

To cancel your policy, please send an email to insurance_support@pjluhullier.com with the email subject: **GCash Cancellation - Name of Client**.

Contact Cebuana Lhuillier

To contact Cebuana Lhuillier, please check out their available channels below:

Email: insurance_support@pjluhullier.com

Customer Helpdesk: (+632) 8895-1093

Previous

Next

FPG Insurance Personal Accident Protection

- [Cebuana Lhuillier Personal Accident Basic Insurance Program](#)

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

13923921923097

Source: <https://help.gcash.com/hc/en-us/articles/13923921923097-Cebuana-Lhuillier-Personal-Accident-Basic-Insurance-Program>

Claim Remittance {#claim-remittance}

Path: sections/46268839746585-Claim-Remittance

ADVISORY:

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

[How do I claim/receive my remittance with GCash?](#)

[How can I send remittance to a GCash wallet?](#)

[Who are the official remittance partners of GCash?](#)

Source: <https://help.gcash.com/hc/en-us/sections/46268839746585-Claim-Remittance>

Contact your GInsure Insurance Provider {#contact-your-ginsure-insurance-provider}

Path: articles/6088405929625-Contact-your-GInsure-Insurance-Provider

ADVISORY:

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

Articles in this section

- [What is GInsure?](#)
- [Contact your GInsure Insurance Provider](#)

Promoted articles

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

For GIInsure claims, refunds, cancellations, update of account information, or any questions about your insurance policy, please contact your corresponding insurance provider directly.

Tap on the insurance provider below to view their information and contact details:

BPI MS Insurance

- **Hotline:** (+63 2) 8840-9999 / (+63 2) 8840-9966
- **Email Address:** bpimsclaims@bpi.com.ph
- **Insurance Product:** Compulsory Third Party Liability (CTPL)

Cebuana Lhuillier

- **Hotline:** (02) 8895-1093
- **Facebook Messenger:** @cebuanalhuillier
- **Email Address:** cebuanaacares@pjhuillier.com
- **Insurance Products:**
 - Personal Accident Basic
 - EmployeeCare
 - DriverCare

CHUBB

- **Hotline:** (+632)7756-5410, Monday to Friday, 9:00 AM-5:00 PM, excluding public holidays
- **Email Address:** gcashcustomerinquiries@chubb.com
- **Website:** www.chubbclaims.com.ph
- **Insurance Products:**
 - Bill Protect
 - Online Shopping Protect
 - Send Money Protect

ETiQa

- **Hotline:** (02) 8890-1758
- **Facebook Messenger:** @etiqaphilippines
- **Email Address:** customersupport@etqa.com.ph
- **Insurance Products:**
 - Full Phone Protection
 - Phone Screen Protect

FPG Philippines

- **Hotline:** (02) 8859-1200
- **Facebook Messenger:** @fpginsurance.ph
- **Email Address:** phcustomercare@fpkins.com
- **Insurance Products:**
 - MyPAP Mate

- MyCTPL Mate
- Home Fire Protect

Generali Philippines

- **Hotline:**
 - (02) 8580-6600
 - 09178941135 (Globe)
 - 09399251505 (Smart)
 - 09328671136
 - 09257755089 (Sun)
- **Facebook Messenger:** @GeneraliPH
- **Email Address:** customercare@generalicom.ph
- **Insurance Products:**
 - GenProtect Basic 50
 - GenProtect Basic 100
 - GenProtect Plus 50
 - GenProtect Plus 100

InLife Insular Life

- **Hotline:** (02) 8876-1800 or Toll Free 1-800-10-4678527
- **Facebook Messenger:** @InsularLifePH
- **Insurance Products:**
 - Premium Protect
 - Premium

Insular Health Care

- **Hotline:** (02) 8813-0131 local 8364 or (02) 8813-0131 (Press 1) 1-800-10-8177857
- **Facebook Messenger:** @insularhealthcareph
- **Insurance Products:**
 - ER Care All-in 80 Adults
 - ER Care Booster 100 Premium
 - ER Care Booster 60
 - ER Care Booster 100
 - MedConsult Seniors
 - MedConsult Adults
 - ER Care All-In 100 Adults
 - ER Care Booster 80 Premium
 - ER Care Booster 60 Premium
 - ER Care Booster 80
 - ER Care Basic 50
 - ER Care All-in 100 Adults Premium
 - ER Care All-in 80 Adults Premium

Malayan Insurance Philippines

- **Hotline:** (02) 8628-8600
- **Facebook Messenger:** @MalayanInsurancePH
- **Email Address:** csc@malayan.com
- **Insurance Products:**
 - Pet Insure (Dog)
 - Travel Master with COVID-19
 - Negosyo Insure

PGA SOMPO Insurance Corporation

- **Hotline:** (02) 8811-3417
- **Facebook Messenger:** @pagasompo
- **Email Address:** inquiry@pagasompo.com
- **Insurance Product:** Online Shopping Insurance

Pioneer

- **Hotline:**
 - 0917 522 0397
 - 0917 832 1638
- **Email Address:** applyofwinsurance@pioneer.com.ph
- **Insurance Product:** OFW Insurance

Pru Life UK

- **Hotline:**
 - (02) 8887 5433 within Metro Manila
 - 1 800 10 7785465 for domestic toll-free hotline
- **Facebook Messenger:** @prulifeukofficial
- **Email Address:** contact.us@prulifeuk.com.ph
- **Insurance Products:**
 - PRUPersonal Accident
 - PRUPersonal Accident Jr.

Singlife

- **Hotline:** (02) 8299-3737
- **Facebook Messenger:** Singlife Philippines
- **Email Address:** help@singlife.com
- **Insurance Products:**
 - Dengue with FREE COVID-19 Cover
 - Cash for Medical Costs
 - Cash for Income Loss (Any Cause)
 - Cash for Income Loss (Accidents Only)
 - Cash for Goals (Education)
 - Cash for Goals
 - 100-in-1
 - 3-in-1 Protection Plan
 - Ready, Set, Grow

Standard Insurance

- **Hotline:** (02) 8845-1111
- **Facebook Messenger:** @StandardInsurancePH
- **Email Address:** teamonline@standard-insurance.com
- **Insurance Products:**
 - Car Protect
 - Compulsory Third Party Liability (CTPL)
 - Pet Health
 - Travel Protect Saver Plus

- Travel Protect International

Sun Life

- **Hotline:**

- (02) 8849-9888
- PLDT Toll-free: 1-800-10-7865433 (outside Metro Manila)

- **Email Address:** sunlink@sunlife.com

- **Insurance Product:** Sun Life Accident and Term Insurance

FWD

- **24/7 Customer Connect:** +632 8888 8388
- **Email Address:** CustomerConnect.ph@fwd.com or claimsconnect.ph@fwd.com
- **Omne by FWD App:** Submit your claim directly through the app (CTPL)

Oona

- **Mobile No:**

- (+63) 920 918 6242 (Smart)
- (+63) 917 581 7175 (Globe)
- **Email Address:** info@oona-insurance.com.ph
- **Landline:** +632-8876-4400

Need more help?

After purchasing a policy, you will receive a confirmation via your GCash app inbox. You can also view it via your transaction history. If you have more questions about the confirmation of your policy, please [click here to ask](#).

If you need any support from GCash about your policy, you may ask for help by tapping below:

- [Cancel or refund my policy](#)
- [File a claim for my policy](#)
- [Update GInsure account information](#)
- [I was auto deducted multiple times in GInsure](#)

[Previous](#)

What is GInsure?

[Next](#)

- [What is GInsure?](#)
- [Contact your GInsure Insurance Provider](#)

6088405929625

Source: <https://help.gcash.com/hc/en-us/articles/6088405929625-Contact-your-GInsure-Insurance-Provider>

Coverage {#coverage}

March 12, 2024

Dear Valued GCash Merchant,

Starting 15 April 2024, the BIR requires digital financial services providers $\left(\text{D F S P S}^{\prime\prime}\right)$ such as GCash to withhold taxes on “gross remittances” of Merchants received through the GCash platform. This is pursuant to recently issued Revenue Regulations No. 16-2023 and Revenue Memorandum Circular No. 8-2024 (“RR” and “RMC”).

Coverage

“Gross remittances” as defined in the RR refers to the total amount received by emarketplace operators and DFSPs (i.e., GCash) for the goods and/or services sold by or paid to the Merchant through the platform/facility of the e-marketplace operator or DFSP.

- The withholding tax (“EWT”) rate is 1% multiplied to one-half of the gross remittances. This EWT on gross remittances is in addition to existing taxes that GCash is required to withhold from Merchants, pursuant to Tax Code and other applicable tax rules.

We present sample computations in Annex A of this Memo.

In general, the gross remittances of all Merchants selling goods and/or services through the online platform/facility are subject to the tax. Merchants who are exempt from the EWT prescribed in the new RR and RMC are as follows:

[A] Merchants with annual gross remittances that will not exceed 500k AND submitted a BIR-stamped Sworn Declaration of Gross Remittances stating such fact. (Note: For these merchants, once the $500k$ threshold is breached, any gross remittance in excess of such threshold will be subjected to the EWT on gross remittances.) OR

[B] Merchants with Income Tax exemptions or are subject to a lower Income Tax rate OR

[C] Foreign merchants

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Full text of the RR and RMC are provided here: RR No. 16-2023 | RMC No. 8-2024

What to expect from GCash

- GCash will withhold taxes of \$1% multiplied to one-half of the total “gross remittances” of all Merchants who do not meet any criteria for exemption. For covered Merchants, settlements from GCash will be net of the EWT withheld by GCash and remitted to the BIR. The EWT will not affect the customers.
- GCash will provide to the Merchant BIR Form No. 2307s as proof of withholding and remittance of the prescribed EWT. GCash will provide these Forms pursuant to existing rules of the BIR. The Merchant may use the BIR Form No. 2307 as tax credit to reduce the Merchant’s Income Tax liability, subject to the rules of the Tax Code.

What is needed from the Merchant

To facilitate proper computation and withholding of the tax, the BIR emphasized that Merchants are not allowed to receive payments through their individual/personal accounts. All payments/remittances/transfers covered by the RR shall be under the BIR registered trade name of the Merchant.

In addition, Merchants are required to submit the following documents and information to GCash, where applicable, on or before 25 March 2024. We explain the process through which Merchants can submit these to GCash in Annex B of this Memo.

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Should you have any further concerns or questions regarding this, kindly reach out to your designated Account Manager.

ANNEX A – Sample computation of the tax

As mentioned above, “gross remittances” refers to the total amount received by GCash for the goods and/or services paid to the Merchant through GCash platform. The BIR excludes the following from the computation of such gross remittances: Value-Added Tax (“VAT”), platform fees, sales returns and discounts, and separately billed delivery/shipping fees.

Sample 1

VAT-registered Merchant submitted to GCash the Sworn Declaration showing that its gross sales will not exceed the 500k threshold. Actual gross sales of the Merchant through GCash is at Php 900,000.

Note: GCash computed and withheld EWT even with the Sworn Declaration because the gross sales of the Merchant exceeded the 500k threshold. Merchant is expected to submit to GCash the revised BIR-stamped received Sworn Declaration showing that it will exceed the threshold for the year.

Sample 2

VAT-exempt Merchant did not submit the Sworn Declaration to GCash.

Actual gross sales of the Merchant through GCash is at Php 400,000.

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Note: GCash computed and withheld EWT although the Merchant did not meet the 500k threshold, because the Merchant did not submit a Sworn Declaration.

ANNEX B – Guidelines on submission of required documents

To further orient you on the new regulations, the following are guidelines for compliance:

1. How will I submit the required documents to GCash?

Covered merchants may submit the documents through this Google Form. We ensure that the documents submitted will be kept confidential and in a secure repository.

2. Am I able to re-submit documents in case of incorrect submission?

Yes, you will be able to submit another Google Form entry. Additionally, any documents deemed invalid by the GCash service management team will be brought to attention and will garner a request of resubmission from the merchant.

3. How do I know which documents I have to submit?

In reference to the first Trade Letter, if you are a merchant that is exempt from Income Tax or are subject to a lower tax rate, you are required to submit a valid and subsisting Certification of Exemption. Otherwise, you are required to submit a Sworn Declaration of Gross Remittances duly received by the BIR.

4. When is the deadline of document submissions to GCash? March 25, 2024.
5. How do I register my business with the BIR? The merchant may register via the New Business Registration (NewBizReg) Portal of the BIR.
6. I have already registered my business with the BIR and previously submitted to GCash a Certificate of Registration. Do I have to resubmit this? Yes.

Please see below additional BIR-provided resources to further help Merchants with the registration process via NewBizReg:

1. Instructional video
2. Step-by-step procedures

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Sincerely,

GCASH SERVICE MANAGEMENT TEAM

Source: https://help.gcash.com/hc/en-us/article_attachments/31652274960665

Create a GCash Jr account {#create-a-gcash-jr-account}

Path: articles/6026722650649-Create-a-GCash-Jr-account

ADVISORY:

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

Articles in this section

- [How do I create a new GCash account?](#)
- [Create a GCash Jr account](#)
- [I can't create or register for a GCash account. What do I do?](#)
- [I'm trying to create a GCash account but it's asking for an MPIN. What should I do?](#)
- [Is there a minimum maintaining balance required to use GCash?](#)
- [There is another GCash account using my number. What do I do?](#)
- [Why do I need to provide a selfie for my GCash account?](#)

Promoted articles

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

GCash Jr. is an e-wallet designed for youth ages 7 to 17 years old. Below are the services available for GCash Jr. accounts:

| FEATURES AVAILABLE | --- | Basic GCash Jr. | Fully Verified GCash Jr. | Not Applicable for GCash Jr. | --- | --- | --- | - Buy Load

- Pay QR
- Online Payments
- Pay Bills | Services under Basic GCash Jr., plus the following:
- Send Money
- Bank Transfer
- Online Bank Cash-in
- International Remittance
- Order and Link GCash Card | - GSave
- GInvest
- GInsure |

The corresponding [GCash wallet and transaction limits](#) apply to a GCash Jr. account.

Requirements for verification of Minors/GCash Jr.

To fully verify your GCash Jr. account, your parent must give consent in the form of requirements and must agree to GCash's Terms and Conditions.

You must have the following requirements:

- A valid ID (passport, student ID, or national ID)
- A parent that is Fully Verified on GCash with the following details:
 - Your Parent's full name
 - A Fully Verified GCash number
 - A picture of your parent holding your ID used in verification
- An original copy of your birth certificate

Note: GCash Jr. users who turn 18 years old will be prompted upon login to **accept the new Terms and Conditions of GCash**. Users will not be able to make transactions until they accept the new T&C; their wallet will not be moved or touched.

The features of the GCash Jr. card are the same as the standard GCash card. The GCash Jr. card is managed within the GCash Jr. account.

Verify your GCash Jr. account

To learn how to verify your GCash Jr. account, please follow the steps below:

Previous

How do I create a new GCash account?

Next

I can't create or register for a GCash account. What do I do?

- [How do I create a new GCash account?](#)
- [Create a GCash Jr account](#)
- [I can't create or register for a GCash account. What do I do?](#)
- [I'm trying to create a GCash account but it's asking for an MPIN. What should I do?](#)
- [Is there a minimum maintaining balance required to use GCash?](#)
- [There is another GCash account using my number. What do I do?](#)
- [Why do I need to provide a selfie for my GCash account?](#)

6026722650649

Source: <https://help.gcash.com/hc/en-us/articles/6026722650649-Create-a-GCash-Jr-account>

Dagdag pondo sa GCash Pera Outlet Wallet gamit ang GCash wallet o GGives {#dagdag-pondos-sa-gcash-pera-outlet-wallet-gamit-ang-gcash-wallet-o-ggives}

Path: articles/11623141909657-Dagdag-pondos-sa-GCash-Pera-Outlet-Wallet-gamit-ang-GCash-wallet-o-GGives

ADVISORY:

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Articles in this section

- [GCash Pera Outlet Terms and Conditions](#)
- [GCash Pera Outlet Commissions and Fees](#)
- [Paano mag fund-in sa GPO Wallet?](#)
- [Mag-apply bilang isang GCash Pera Outlet Partner](#)
- [Official GCash Pera Outlet Distributors](#)
- [Alamin ang status ng GCash Pera Outlet application](#)
- [Paano makahanap ng Authorized GCash Pera Outlet](#)

- [Dagdag pondo sa GCash Pera Outlet Wallet gamit ang GCash wallet o GGives](#)
- [Paano gamitin ang mga services ng GCash Pera Outlet](#)
- [Manage your Pera Outlet account](#)

[See more](#)

Promoted articles

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

Maglagay ng pondo sa inyong GCash Pera Outlet wallet. Ito ay pwedeng manggaling sa inyong GCash wallet o kung hindi sapat ang pera sa inyong GCash wallet, pwedeng gamitin ang GGives.

Sundan ang sumusunod para mag-dagdag ng pondo sa GPO wallet.

Ang pagpasok ng pondo sa GCash Pera Outlet ay **real-time upon completion of transaction.**

Need more help?

Kung hindi pumasok o nag-reflect ang pondo sa iyong GPO wallet **sa loob ng 1 oras**, sundin ang sumusunod na steps:

- I-check ang inyong GCash wallet kung nabawasan. Kung GGives naman ang ginamit sa pagdagdag ng pondo, i-tap ang Borrow > GGives para makita kung may existing GGives loan
- Siguraduhin na malakas ang internet connection nung nag dagdag pondo
- Maghintay ng 2 araw para mag-reflect ang transaksyon
- Kapag nabawasan ang GCash wallet at GGives, pero wala pa ring pumapasok na pondo sa GCash Pera Outlet pagkatapos ng 2 araw, [click here para mag-file ng report](#) at ma-validate ng GCash support ang iyong transaction

[Previous](#)

Paano makahanap ng Authorized GCash Pera Outlet

[Next](#)

Paano gamitin ang mga services ng GCash Pera Outlet

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

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

11623141909657

Source: <https://help.gcash.com/hc/en-us/articles/11623141909657-Dagdag-pondong-GCash-Pera-Outlet-Wallet-gamit-ang-GCash-wallet-o-GGives>

Device Security {#device-security}

Path: articles/22448805006361-Device-Security

ADVISORY:

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Articles in this section

- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
- [Bakit na-hold ang GCash account ko?](#)
- [I forgot my GCash MPIN](#)
- [I want to change my GCash MPIN](#)
- [Paano mag troubleshoot ng GCash App issues](#)
- [How to troubleshoot GCash app issues](#)
- [I think I was scammed. What do I do?](#)
- [I noticed unauthorized transactions in my GCash account. What do I do?](#)
- [The GCash app keeps crashing or shows a white screen when I login](#)
- [I want to transact offline with GCash. What do I do?](#)

[See more](#)

Promoted articles

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

Protecting your device is important in keeping your personal and financial data safe from malicious threats that may misuse your information or funds.

GCash is implementing security measures to secure your account, and one of these is ensuring that **the GCash app cannot be accessed through a modified/ jailbroken or rooted device.**

However, this security feature **does not block your account**. You can safely log in on an unmodified device to continue using our services.

To protect you and your account, there are some steps you may need to take to make sure you can log in to GCash safely.

Our system detected that your device is jailbroken or rooted (Ref:01)

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

We highly recommend using a **device that is not jailbroken nor rooted to continue using the GCash app**. We listed down some ways to find out if your device is jailbroken.

Android/iOS

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

1. On your home screen, tap **Settings**
2. Select **About Phone**
3. Tap **Status Information**
4. If the Status Information indicates **OFFICIAL**, this means your device is **not rooted**

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

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

Our system detected that your device has modified phone settings (Ref:02/ Ref:03)

Having modified system settings such as allowing installations from “Unknown Sources” and “Developer Options” may cause vulnerabilities to your security and should be turned off.

Disable installs from Unknown Sources

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

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

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

Disable Developer Options

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

Follow these steps to turn off Developer Options:

1. Go to your phone Settings and look for Developer Options

2. Toggle the button to turn off and disable Developer Options
3. Once disabled, force restart and try to open the GCash app again.

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

Our system detected that your device is not secure (Ref:04/ Ref:05/ Ref:06)

Your device may be at risk due to a new security threat/issue. This was detected by a certified security feature that prevents unauthorized access to GCash accounts through modified or compromised devices.

You may have encountered this prompt due to, including but not limited to:

- The system detected that your device could be jailbroken or rooted
- The system detected that your settings allow installation via untrusted sources or developer options
- There could have been applications installed that made your device not secure.

You may refer to the previous steps to try resolving this issue or reach out to the accredited service provider of your mobile device to have your device checked.

To protect your account, you cannot access GCash on the device that experienced this error. To use GCash, **open the GCash app through a secure and unmodified mobile or tablet device.**

Need more Help?

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

- [I can't log in to my GCash account. What do I do?](#)
- [How to troubleshoot GCash app issues](#)
- [I can't login to GCash because it says I have an "untrusted connection." What do I do?](#)

Previous

What is GCash DoubleSafe?

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- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
- [Bakit na-hold ang GCash account ko?](#)
- [I forgot my GCash MPIN](#)
- [I want to change my GCash MPIN](#)
- [Paano mag troubleshoot ng GCash App issues](#)
- [How to troubleshoot GCash app issues](#)
- [I think I was scammed. What do I do?](#)
- [I noticed unauthorized transactions in my GCash account. What do I do?](#)
- [The GCash app keeps crashing or shows a white screen when I login](#)
- [I want to transact offline with GCash. What do I do?](#)
- [How to set up GCash Biometrics Login](#)
- [How to set up GCash account security questions](#)
- [My front camera is broken. How can I use GCash?](#)
- [The selfie scan in GCash is not working. What do I do?](#)

- [Someone is trying to register a new phone on my account. What do I do?](#)
- [Ano ang GCash DoubleSafe?](#)
- [What is GCash DoubleSafe?](#)
- [Device Security](#)

22448805006361

Source: <https://help.gcash.com/hc/en-us/articles/22448805006361-Device-Security>

Differences between Send Money Bank Transfer Cash In Cash Out {#differences-between-send-money-bank-transfer-cash-in-cash-out}

Path: articles/40136231787929-Differences-between-Send-Money-Bank-Transfer-Cash-In-Cash-Out

ADVISORY:

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

Articles in this section

- [My GCash payment or transaction was unsuccessful but my wallet was deducted. How do I get a refund?](#)
- [Differences between Send Money, Bank Transfer, Cash In, Cash Out](#)
- [Manage your GCash account](#)
- [GCash Features for Basic vs Fully Verified Accounts](#)
- [Get Started with GCash](#)
- [Reach your Money Goals](#)
- [Protect Your GCash Account](#)

Promoted articles

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

Using GCash gives you many ways to send and receive money to and from your GCash Wallet. To maximize your GCash experience, get to know the differences between Send Money, Bank Transfer, Cash In, Top Up, and Cash Out.

Send Money via Express Send

Send Money lets you quickly **transfer money from your GCash wallet to another GCash user's wallet**.

Bank Transfer

Bank Transfer allows you to **transfer money from your GCash wallet to a bank account.**

Cash In

Cash In means **adding money to top up your GCash wallet from sources like a linked bank account, from a Bank App (via Instapay or PesoNet), an e-wallet, over-the-counter partners, or remittance centers.**

Cash Out

Cash Out lets you **withdraw money from your GCash wallet using your GCash Card through:**

- GCash Card via ATM
- Over-the-Counter Partners
- Remittance Centers
- GCash Pera Outlets

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My GCash payment or transaction was unsuccessful but my wallet was deducted. How do I get a refund?

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Manage your GCash account

- [My GCash payment or transaction was unsuccessful but my wallet was deducted. How do I get a refund?](#)
- [Differences between Send Money, Bank Transfer, Cash In, Cash Out](#)
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- [GCash Features for Basic vs Fully Verified Accounts](#)
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40136231787929

Source: <https://help.gcash.com/hc/en-us/articles/40136231787929-Differences-between-Send-Money-Bank-Transfer-Cash-In-Cash-Out>

Does GFunds have a minimum maintaining balance to keep funds {#does-gfunds-have-a-minimum-maintaining-balance-to-keep-funds}

Path: articles/30839343392153-Does-GFunds-have-a-minimum-maintaining-balance-to-keep-funds

ADVISORY:

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

Articles in this section

- [How can I apply for GFunds?](#)
- [What is the Risk Profile Questionnaire \(RPQ\) in GFunds?](#)
- [What investment products are available on GFunds?](#)
- [Does GFunds have a minimum maintaining balance to keep funds?](#)
- [What are the GFunds fees I need to know about?](#)
- [What is the Net Asset Value per Unit \(NAVPU\) of a Fund in GFunds?](#)

Promoted articles

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

There is **no maximum limit** to the amount you can buy or sell in GFunds. There is also **no minimum holding period** for investments in GFunds.

However, there is a **minimum maintaining balance to keep owning a fund** for your GFunds below:

Fund Name	Minimum Maintaining Balance
ATRAM Peso Money Market Fund	PHP 1
ATRAM Total Return Peso Bond Fund	PHP 1
ATRAM Philippine Equity Smart Index Fund	PHP 1
ATRAM Philippine Sustainable Development and Growth Fund	PHP 1
Philippine Stock Index Fund	PHP 1
ALFM Global Multi-Asset Income Fund	PHP 500
ATRAM Global Technology Feeder Fund	PHP 500
ATRAM Global Consumer Trends Feeder Fund	PHP 500
ATRAM Global Health Care Fund	PHP 500
ATRAM Global Infra Equity Fund	PHP 500

Initial minimum top up (first Buy Order)

Local

ATRAM	PHP 50
BPI	PHP 50

Global

||| --- | --- || **ATRAM** | PHP 1,000 || **BPI** | PHP 1,000 |

Succeeding minimum top ups

Local

||| --- | --- || **ATRAM** | PHP 50 || **BPI** | PHP 1 |

Global

||| --- | --- || **ATRAM** | PHP 500 || **BPI** | PHP 1 |

Need more Help?

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

- [What are the GFunds fees I need to know about?](#)
- [How can I buy funds in GFunds?](#)
- [When will I receive my GFunds Buy or Sell orders?](#)

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What investment products are available on GFunds?

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What are the GFunds fees I need to know about?

- [How can I apply for GFunds?](#)
- [What is the Risk Profile Questionnaire \(RPQ\) in GFunds?](#)
- [What investment products are available on GFunds?](#)
- [Does GFunds have a minimum maintaining balance to keep funds?](#)
- [What are the GFunds fees I need to know about?](#)
- [What is the Net Asset Value per Unit \(NAVPU\) of a Fund in GFunds?](#)

30839343392153

Source: <https://help.gcash.com/hc/en-us/articles/30839343392153-Does-GFunds-have-a-minimum-maintaining-balance-to-keep-funds>

Earn Money {#earn-money}

Path: sections/30081235243161-Earn-Money

ADVISORY:

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

Enrich Yourself with GCash

- [Enrich Yourself](#)

Gigs by Raket

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

Jobs

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

Source: <https://help.gcash.com/hc/en-us/sections/30081235243161-Earn-Money>

Enjoy {#enjoy}

Path: categories/20516584465305-Enjoy

ADVISORY:

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

GLife

- [My GLife voucher is not working. What do I do?](#)
- [I withdrew money from a game in GLife, but it hasn't been reflected in my GCash wallet. What do I do?](#)
- [I deposited money into a game on GLife, but now I can't open it. What should I do?](#)
- [Quick Rewards by Hustle PH](#)
- [GCash Travel+](#)
- [What is GLife? See all 11 articles](#)

Earn Money

[Tap to see all articles](#)

Ship & Deliver

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

GForest

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

Source: <https://help.gcash.com/hc/en-us/categories/20516584465305-Enjoy>

Enrich Yourself {#enrich-yourself}

Path: articles/46126827009177-Enrich-Yourself

ADVISORY:

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

Articles in this section

- [Enrich Yourself](#)

Promoted articles

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

The Career Path Navigator, found in the GCash app under "Enrich Yourself", is a tool that helps you improve your skills and grow your career. In partnership with TESDA, it offers access to various courses that come with **government certification upon completion**.

To get started, open the GCash app > **View All > Earn Money > Enrich Yourself**

Eligibility

You are eligible to use the Career Path Navigator if:

- You are a GCash user
- You have internet access to open the TESDA course website

How to use Career Path Navigator

Here's how you can use the Career Path Navigator through the GCash app:

1. Open the **GCash app**.
2. Navigate to the **Career Path Navigator** section.
3. Browse and select a course you want to enroll in.
4. You will be redirected to an external browser to access the course on the TESDA website.
5. Sign up or log in to your TESDA account to start learning.

How can I enroll in a course?

To enroll in a TESDA course, follow these steps:

1. **Select a Course:** Choose a course from the Career Path Navigator in the GCash app.
2. **Redirect:** You'll be redirected to the TESDA website.
3. **Sign Up or Log In:** Create a TESDA account or log in to your existing account.
4. **Start Learning:** Begin your course on the TESDA platform

If you can't enroll in a TESDA course via the Career Path Navigator, follow these steps to resolve common enrollment problems:

1. **Check Internet Connection:** Ensure you have a stable internet connection.
2. **Browser Compatibility:** Use a compatible browser such as Chrome or Firefox for the best experience on TESDA's website.
3. **Verify Login Credentials:** Make sure you are using the correct login credentials for your TESDA account.
4. **Enrollment Difficulties:** Double-check the steps you're taking to enroll and ensure you're following the correct steps.
5. **Login Problems:** If you cannot log in, try resetting your password through the TESDA website.

Need more Help?

For course content-specific queries, you can reach TESDA support through email via tesdaonlineprogram@tesda.gov.ph.

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46126827009177

Source: <https://help.gcash.com/hc/en-us/articles/46126827009177-Enrich-Yourself>

Enrich Yourself with GCash {#enrich-yourself-with-gcash}

Path: sections/46127707165209-Enrich-Yourself-with-GCash

ADVISORY:

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

[Enrich Yourself](#)

Source: <https://help.gcash.com/hc/en-us/sections/46127707165209-Enrich-Yourself-with-GCash>

Enterprise {#enterprise}

Path: sections/19353533978777-Enterprise

ADVISORY:

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

[PowerPay Plus via GCashBiz](#)

[Funds Disbursement Service via GCash Biz](#)

[GCash for Business Scan to Pay with In-store QR](#)

Source: <https://help.gcash.com/hc/en-us/sections/19353533978777-Enterprise>

Etiqa Full Phone Protection {#etiqa-full-phone-protection}

Path: articles/15543357767321-Etiqa-Full-Phone-Protection

ADVISORY:

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

Articles in this section

- [Etiqa Full Phone Protection](#)
- [Etiqa Phone Screen Protection](#)
- [Express Send Scam Insurance](#)
- [GCash Card Protect](#)
- [GInsure Online Shopping Protect Insurance](#)
- [PGA Sompo Online Shopping Insurance](#)

Promoted articles

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

Etiqa Full Phone Protection is a financial plan that offers protection from accidental and liquid damage to your mobile phone.

Jump to

- [Coverage](#)
- [Eligibility](#)
- [Purchase Etiqa Full Phone Protection](#)
- [Claims](#)
- [Cancellation](#)
- [Contact Etiqa](#)

Coverage

Your coverage under this insurance product will include the following:

- Accidental damage (unexpected damage due to phone drop)
- Liquid damage
- Screen damage

Eligibility

You can buy this product for your own mobile device as long as it was purchased within 18 months with no existing damage/s. You can own multiple policies, but you can only have one policy per device within a coverage period.

Purchase Etiqa Full Phone Protection

Note: You cannot buy this policy for someone else. You cannot upgrade your current policy.

Claims

To claim the benefits of your insurance, please make sure that your policy is activated and prepare the following details:

- Date of damage
- Place of damage
- Narration and description of damage
- Photos of damage

Filing a claim

Step 1: Go to your policy page and tap **File a claim**

Step 2: Provide the required details

Step 3: Tap **Submit**

Note: The computation of the reimbursement/claim amount to be received is based on the payment plan you have selected upon purchase.

||||---|---|| **Annual Payment |**
 *minimum of PHP 500 || **Monthly Payment |**
 *minimum of PHP 500
 **no. of months paid - annual premium |

Below is a sample computation:

Plan 21 - Monthly Payment Plan

Cancellation

You can request for cancellation of your policy within 24 to 48 hours upon purchase. Cancellation requests beyond the given timeframe will be subject for further investigation and approval.

Contact Etiqa

You may contact Etiqa via:

Phone No.: (02) 8890-1758

Email: customersupport@etiqua.com.ph

Facebook Messenger: @etiqaphilippines

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Etiqa Phone Screen Protection

- [Etiqa Full Phone Protection](#)
- [Etiqa Phone Screen Protection](#)
- [Express Send Scam Insurance](#)
- [GCash Card Protect](#)
- [GInsure Online Shopping Protect Insurance](#)
- [PGA Sompo Online Shopping Insurance](#)

15543357767321

Source: <https://help.gcash.com/hc/en-us/articles/15543357767321-Etiqa-Full-Phone-Protection>

Etiqa Phone Screen Protection {#etiqua-phone-screen-protection}

Path: articles/15543931946137-Etiqa-Phone-Screen-Protection

ADVISORY:

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

Articles in this section

- [Etiqa Full Phone Protection](#)
- [Etiqa Phone Screen Protection](#)
- [Express Send Scam Insurance](#)
- [GCash Card Protect](#)
- [GInsure Online Shopping Protect Insurance](#)
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Promoted articles

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

Etiqa Phone Screen Protection is a financial plan that offers protection from accidental screen damage to your mobile phone.

Jump to:

- [Eligibility](#)
- [Coverage](#)
- [Purchase Etiqa Phone Screen Protection](#)
- [Claims](#)
- [Cancellation](#)
- [Contact Etiqa](#)

Eligibility

You can purchase this product for your own mobile device as long as it was purchased within 18 months without existing damage/s. You can own multiple policies, but you can only have one policy per device within a coverage period.

Coverage

Your coverage under this insurance product will include accidental screen damage, such as damage due to phone drop.

Purchase Etiqa Phone Screen Protection

Note: You cannot buy this policy for someone else. You cannot upgrade your current policy.

Claims

Please make sure that your policy is activated and prepare the following details:

- Date of damage
- Place of damage
- Narration and description of the damage
- Photos of damage

To claim the benefits of your insurance, go to your policy page and tap **File a claim**. Provide the required details then tap **Submit**.

The computation of the reimbursement/claim amount to be received is based on the payment plan you have selected upon purchase.

|||| --- | --- || **Annual Payment** |
*minimum of PHP 500 || **Monthly Payment** |
*minimum of PHP 500
**no. of months paid - annual premium |

Below is a sample computation for **Plan 21 - Monthly Payment Plan**:

Cancellation

You can request cancellation of your policy within **24-48 hours upon purchase**. Cancellation requests beyond the given timeframe will be subject to further investigation and approval.

Contact Etiqa

You may contact Etiqa via:

Phone No: (02) 8890-1758

Email: customersupport@etiquaphilippines.com.ph

Facebook Messenger: @etiquaphilippines

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Source: <https://help.gcash.com/hc/en-us/articles/15543931946137-Etiqa-Phone-Screen-Protection>

Express Send Scam Insurance {#express-send-scam-insurance}

Path: articles/18323082557465-Express-Send-Scam-Insurance

ADVISORY:

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

Articles in this section

- [Etiqa Full Phone Protection](#)
- [Etiqa Phone Screen Protection](#)
- [Express Send Scam Insurance](#)
- [GCash Card Protect](#)
- [GInsure Online Shopping Protect Insurance](#)
- [PGA Sompo Online Shopping Insurance](#)

Promoted articles

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

Express Send Scam Insurance is a personal cyber insurance product that secures your GCash Express Send Money transfers to another GCash Account for up to Php 15,000.00 in total for scams if you're tricked into transferring money to an imposter or buying from a fake seller.

Important Note:

NO COVERAGE FOR TRANSFERS TO THE WRONG ACCOUNT OR FOR ANY SCAMS WHERE YOU ARE PROMISED A JOB, OR SIGNIFICANT AMOUNT OF MONEY IN RETURN FOR AN UP-FRONT PAYMENT (INCLUDING INVESTMENTS, LOANS OR TASK SCAMS) BUT RECEIVE NOTHING.

Express Send Scam Insurance Group Policy is underwritten by our insurance partner, Insurance Company of North America (a Chubb Company), hereafter “Chubb”.

Jump to:

- [Coverage](#)
- [Exclusion from Coverage](#)
- [Eligibility](#)
- [Enroll Payment in Express Send Scam Insurance](#)
- [Claims](#)
- [Contact Chubb](#)

Coverage of Express Send Scam Insurance

Express Send Scam Insurance provides coverage for your GCash transactions for PHP30 for up to PHP15,000.

Note: Express Send Scam Insurance is **not an added fee or refund feature** in Express Send transfers in GCash. Any refund for a transaction with a merchant or seller depends on the decision between the customer and merchant/seller only.

Once your claim is approved, our insurance partner, Chubb, will reimburse the **amount that you were tricked into transferring via GCash Express Send (up to the benefit amount)**. Any review and approval of claims by Chubb is subject to submission of relevant supporting information and documents.

Cover is provided in the event that you are a victim of the following types of fraud:

Social Engineering

This is where you have opened messages from false entities and/or individuals and were tricked into transferring funds to them via the GCash Express Send money transfer feature.

Examples of Social Engineering incidents include, but are not limited to, phishing, malware phishing, spear phishing, smishing, vishing, and pharming.

Some Examples:

- You were convinced to Send Money to a legitimate contact from the user's GCash account without knowledge that the account had been hacked.
- You were tricked into making a Send Money transfer from your GCash account to a scammer who was impersonating a reputable charitable organization.
- You were tricked into authorizing a transfer of funds to a scammer who was impersonating a GCash representative. The scammer requested an OTP 'verification' and then used the information you provided to make a fraudulent Send Money transfer from your GCash account.

Account Take Over

This refers to an attack where a third-party gains unauthorized access to your GCash Account and makes unauthorized transactions. Account Take Over Fraud usually occurs via phishing, spyware, malware scams or other similar scams.

Some Examples:

- You disclosed personal information such as your password/s to someone pretending to be a known contact or entity, who then accessed your GCash account and made unauthorized Send Money transaction(s).
- You received an email containing a fraudulent link. After clicking on the link, malware was installed on your device, allowing unauthorized access to your GCash account.
- You downloaded a rogue app with malware that scans and reads log-in details, which allowed unauthorized access to your GCash account.

Online Shopping Fraud

This refers to where you paid for an item you purchased online using Express Send money transfer, however, the website, platform or individual you purchased from turned out to be fraudulent or fake.

Some Examples:

- You performed an Express Send money transfer to buy an item from an online marketplace but did not receive the item or scheduled service. The seller was then uncontactable. You purchased an item online, no receipt or proof of purchase was provided after you made your Send Money payment. The webpage or merchant then disappeared.
- You performed a Send Money transaction to book a scheduled cleaning service from an online advertisement, however no service was provided and all contact details on the advertisement were fake.

Exclusions from Coverage

What's not covered:

- Any GCash Express Send money transfer made by you where you accidentally sent money to the wrong account.
- Any GCash Express Send money transfer made to a potential employer or recruiter in respect of a job opportunity.
- Any claim relating to crypto-currency, jewellery, watches, precious metals/gemstones, antiques or collectible items.
- Any claim relating to loss of employment, accident, sickness or injury.
- Any GCash Express Send money transfer from a Business Account, or any business-related transaction.
- Any loss arising from, or in connection with, your employment such as any corporate-related transactions.
- Any incident prior to the start date or after the end date of your insurance cover.

Additional exclusions under the following benefits:

||| --- | --- || **Benefit | Exclusions** || Social Engineering | - Any advance fee fraud where you are promised goods, services, employment and/or financial gains, in return for an upfront payment including payment by GCash Express Send money transfer.

- Any loss resulting from gambling, lottery, contest, promotional game, or other games of chance.
- Losses which are recoverable from GCash;
- An enterprise-wide cyber-attack on GCash; || Account Takeover | - Unauthorized transactions made on your GCash account resulting from loss or theft of your Electronic Device(s) connected to your GCash Account.
- Unauthorized transactions made on your GCash Account more than two (2) weeks prior to your first reporting of the incident to the relevant authorities.
- Charges incurred by a relative or a member of your family, or by a person you authorized to use your GCash Account.
- Any GCash Express Send transaction(s) made or authorized by you using a One-Time Password || Online Shopping Fraud | - Where a genuine online merchant becomes insolvent
- Where a genuine online merchant fails to deliver the eligible items/service |

For the full list of policy exclusions, please refer to the [Express Send Scam Insurance Group Policy](#).

Eligibility to Enroll in Express Send Scam Insurance

You can be covered under Express Send Scam Insurance if you are:

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

The coverage period of Express Send Scam Insurance insurance is **effective for 30 calendar days**, which is valid for all Express Send transfers within the coverage period. The insurance coverage will **start on the day you enroll and make your premium payment of PHP30** via GCash. When your policy expires after 30 calendar days, you can buy the insurance again.

Note: You cannot enroll to Express Send Scam Insurance on behalf of someone else. The Insured will be the GCash account owner who has successfully performed a Send Money transaction, enrolled to Express Send Scam Insurance, and paid the premium via their GCash account.

Payment for Express Send Scam Insurance

The premium for Express Send Scam Insurance is a one-time payment of PHP 30. For PHP 30, you are covered for 30 calendar days. This will begin on the day of your enrolment to Express Send Scam Insurance with successful payment of premium.

PAALALA: One-time payment lang ang PHP 30. Hindi mo kailangan magbayad ng PHP 30 sa bawat Express Send transaction na gagawin mo. Once enrolled ka na sa Express Send Scam Insurance, 30 days na ang coverage mo. Pagkatapos mag-expire ng coverage, maaaring mag-enroll ulit for another 30 days for another PHP 30.

Note: The amount of the premium payment will be automatically deducted from your GCash Wallet upon enrolment. Please make sure you have sufficient balance in your GCash Wallet to enroll to Express Send Scam Insurance.

You can enroll to the insurance while making an Express Send money transfer in the GCash app following the steps below:

1. On your GCash App, tap **Send > Express Send**
2. Input the GCash number you are sending money to and tap on the offer button to opt-in.
3. Review the details of your Express Send Transaction
4. Tap **Send**

You will be led to a transaction receipt that shows you availed of the Express Send Scam Insurance.

You will receive a **Confirmation of Cover** from our insurance partner, Chubb, within **24-48 hours** after successful enrolment to Express Send Scam Insurance as part of your GCash Express Send transaction.

You can also visit the MyGInsure page in the GCash app to check your policies.

- Select GInsure > select My GInsure and under > Active Policies select your Express Send Scam Insurance policy. Take note of your policy number.
- Visit Chubb MyAccount and log in using your policy number and the OTP received via SMS or email. Click "Download" under Policy Details to download a copy of your Confirmation of Cover.

Claims

Requirements para mag-file ng claim for Express Send Scam Insurance

- You must file a police report within 24 hours of the discovery of the fraud
- You must notify GCash within 24 hours of the discovery of fraud to stop further fraudulent activities or suspend your account in the event of an account takeover fraud. [Click here to file a report](#)
- You must make reasonable attempts to recover the funds
- You must retain documentary evidence of the fraud
- Once you have fulfilled the above requirements, you may proceed to file a claim by visiting the “My GInsure” tab in your GCash app, select your Express Send Scam Insurance policy which will lead you to “My Policies”. Select “Submit a claim” under the “Quick Actions” tab, and follow the instruction prompts to completion.

Documents needed to file a claim for Express Send Scam Insurance

- Copy of the original police report(s) or police reference number
- Statement detailing the discovery of the fraud or unauthorized transaction(s) from your GCash Account.
- Documentary proof that the Express Send Money transaction was made:
 - Screenshot of the GCash transaction receipt with reference no.
 - GCash transaction activity history in-app
- Copy of any chat communication, SMS, call logs, email, fraudulent website, or other method of digital communication that led to the Express Send money transaction(s) or request for fund(s)
- Copy of any chat communication, SMS, call logs, email, fraudulent website, or other method of digital communication showing reasonable attempts to recover the funds back from the third party.
- Any additional supporting documents proving that you are a victim of fraud.

How to file a claim for Express Send Scam Insurance

1. Prepare your Express Send Scam Insurance Policy ID. This is sent to your GCash-registered email within 24-48 hours after a successful enrollment
2. Visit the “My GInsure” tab in your GCash app, select your Express Send Scam Insurance policy which will lead you to “My Policies”. Select “Submit a claim” under the “Quick Actions” tab, and follow the instruction prompts to completion. You will be asked by the Chubb Claims Assessor to submit supporting documents and undertake the steps under each benefit.
3. Upon submission of the complete documents, you should receive an **email within the next 48 hours** with your claim number, claim information, and a PDF attachment/s of all information you have submitted. If you do not receive an email within 48 hours, please contact Chubb.
4. Please allow **5-7 working days** for the end-to-end claims process from filing of claim to release of claims decision.
5. If your claim is in order and approved, a settlement letter will be sent to you.
6. You will receive the settlement via bank transfer using your provided bank details.

Cancellation of Policy

Pwede ko bang i-cancel ang aking policy?

Oo, maaaring i-cancel ang iyong policy. Gayunpaman, pinapayuhan naming panatilihin ang insurance coverage. Lalo't dumadalas ang mga cyber attacks, mas maigi na magkaroon ng peace of mind para sa iyong GCash account.

Can I cancel my policy?

You may cancel your policy; however, we strongly suggest you keep the insurance cover. Cyber attacks are becoming more frequent and it's good to have peace of mind for your GCash account.

If you cancel your policy **within 7 days after enrolling to Express Send Scam Insurance**, we will refund the PHP 30 premium paid to your GCash account unless you have already made a claim under the policy.

To cancel your policy, visit this [link](#) to submit a Help Center ticket.

Contact Chubb

If you have questions about your policy, filing of claims, or status of claims filed:

- You may call the Chubb hotline +63277565410, Monday to Friday, 9:00am – 5:00pm, excluding public holidays.

You may also email gcashcustomerinquiries@chubb.com

- [Express Send Scam Insurance Group Policy.pdf](#) 400 KB [Download](#)

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Etiqa Phone Screen Protection

[Next](#)

GCash Card Protect

- [Etiqa Full Phone Protection](#)
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- [Express Send Scam Insurance](#)
- [GCash Card Protect](#)
- [GInsure Online Shopping Protect Insurance](#)
- [PGA Sompo Online Shopping Insurance](#)

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Source: <https://help.gcash.com/hc/en-us/articles/18323082557465-Express-Send-Scam-Insurance>

Express Send Scam Insurance Group Policy {#express-send-scam-insurance-group-policy}

Express Send Scam Insurance Group Policy

CHUBB

Group Policy Number :

Express Send Scam Insurance Group Policy

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Please review this Group Policy and return immediately to Insurance Company of North America (a Chubb Company), hereinafter called the “Company”, if any errors are found.

SECTION 1 – INSURING AGREEMENT

In consideration of the statements in the policy application, which shall be the basis of this contract and whose original copy or proof is filed with the Company, and made a part of this Group Policy, upon the payment of premium and subject to all the exclusions, provisions and other terms of this Group Policy, the Company hereby insures the persons named, hereinafter called the “Insured”, against loss indicated as covered in the Policy Schedule occurring during the term of this Group Policy.

IN WITNESS WHEREOF, the Company has caused this Group Policy to be executed and commenced on the Effective Date stated in the Policy Schedule, provided that no insurance shall be in force unless the Policy Schedule is signed by an authorized representative of the Company.

Insurance Company of North America A Chubb Company

Authorized Signatory

(The Insurance Commission of the Philippines, with offices in Manila, Cebu, and Davao, is the government office in charge of the faithful execution and enforcement of all laws relating to insurance and has supervision over insurance companies. It is ready at all times to render assistance in settling any controversy between an Insurance Company and an Insured relating to insurance matter.)

To be eligible for cover, the Insured must be a Filipino citizen or a Philippine permanent resident and at least eighteen (18) years old on the start date specified in the Confirmation of Cover.

SECTION 3 – DEFINITIONS

The following terms when used with capital letters in this Group Policy shall have the meaning set forth below:

1. Business Account means a GCash Wallet that is used for business purposes rather than personal finances. The business account may be in the Insured's name or the name of the business.
2. Claim means a request by the Insured for any of the entitlements and benefits under Section 4 of this Group Policy.
3. Company means Insurance Company of North America (a Chubb Company).
4. Confirmation of Cover means the document in PDF copy issued by the Company to the Insured which describes in general the insurance protection to which the Insured is entitled to under the Group Policy. The Confirmation of Cover will be sent to the Insured's registered email address using the platform of the Company or the Policyholder. Any Confirmation of Cover in effect when the Group Policy is cancelled, non-renewed or otherwise terminated shall continue to be in effect for the period of coverage specified in the Confirmation of Cover.
5. Day or Days means calendar days.

6. Digital Contents means data that is produced and supplied in a digital form. Examples of this include but are not limited to software, games, apps, ringtones, e-books, online journals, and digital media such as music, film and television. Digital contents may be supplied to the Insured in a tangible form (for example disk or pen drives), or intangible form such as downloaded, streamed or accessed on the web.
7. Effective Date means the date on which this Group Policy commences as stated in the Policy Schedule.
8. Expiry Date means the date on which insurance under this Group Policy expires or ends as stated in the Policy Schedule.
9. Electronic Device(s) means any personal network connected devices including, but not limited to, desktop computer, laptop, smartphone, tablets, and router(s) which are not associated or connected to the Insured's business.
10. Eligible Item(s)/Service(s) means an any items, services, or Digital Contents which are:
 - (a) Not counterfeit or fake goods; (b) Not stocks, shares, bonds, currencies or digital assets, such as unregulated digital currency, unregulated virtual currency of any kind, non-fungible tokens (NFTs), or virtual real estate;
 - (c) Not confiscated or illegally declared by any government, customs, or public body; (d) Not jewellery, watches, precious metals/gemstones, art, antiques, or collectable items; and (e) Not cash or its equivalents, traveller's cheques.
11. Excess means the amount payable by the Insured towards each successful Claim, where applicable.
12. GCash Account means the e-money wallet account issued by the Policyholder that stores electronic money online accessible through Electronic Device(s).
13. Group Policy means this policy wording, the policy application, the Policy Schedule and the Confirmation of Cover describing the insurance contract between the Policyholder and the Company. It shall also include, after this Group Policy has taken effect, any amendment, rider, clause, warranty, endorsement or any other document attached to this Group Policy, and which has been endorsed by an executive officer of the Company and countersigned by the Policyholder.
14. Insured means the GCash Account user who has enrolled in the Express Send Scam Insurance program through the Policyholder's payment platform.
15. Mass Cyber-attack means an act intended to affect multiple persons due to any kind of single system-wide failure, malware, theft, misuse, mishandling and/or data hack of any data and/or databases and/or other forms of storage under the control of private and public sector organisations for which they are responsible and/or liable and/or have relevant corporate insurance protection in place.
16. Online Marketplace means a digital platform where individuals or businesses come together to buy and sell products or services. An online marketplace must have licenses and certificates issued by the Department of Trade & Industry (DTI), Securities & Exchange Commission (SEC) and/or any other competent authority.
17. Period of Insurance means the start date and end date of the individual insurance coverage of the Insured as stated in the Confirmation of Cover.

18. Policyholder means Globe Fintech Innovations Inc., doing business as Mynt.
19. Policy Schedule means the relevant policy schedule attached to this Group Policy issued by the Company to the Policyholder.
20. Third Party means anyone other than the Insured.
21. Unauthorized Transactions means transactions which are carried on the Insured's GCash Account that are not authorized by the Insured.

A. Social Engineering

Cover

In the event the Insured is a victim of a Social Engineering Incident during the Period of Insurance, the Company will reimburse the Insured for the amount of funds he/she has transferred, up to the maximum benefit amount as stated in the Policy Schedule.

For the purpose of this benefit, Social Engineering Incident means an incident where the Insured is duped into transferring funds from the Insured's GCash Account to a Third Party upon receiving the request through an electronic means such as emails, instant messages, text messages, and websites, appearing to be coming from entities or people whom the Insured trusts and/or knows. Examples of Social Engineering Incident include, but are not limited to, phishing, malware phishing, spear phishing, smishing, vishing, and pharming.

In the event the Insured is a victim of Social Engineering Incident:

1. The Insured must report the fraud to the police authorities within twenty-four (24) hours of the discovery and obtain a police report; and
2. The Insured must notify the Policyholder within twenty-four (24) hours of the discovery of fraud, so it can make attempts to stop the transaction from going through or to trace where the funds have gone.

There may be instances when the Policyholder may reimburse the Insured for these transactions. But if the Policyholder has refused to accept liability in writing and the Insured has complied with the terms and conditions of this Group Policy, then the Company will reimburse the Insured for these transactions.

Additional Exclusions under A. Social Engineering

The Company will not pay any compensation for:

1. any transfer from a Business Account; or 2. any advance fee fraud where the Insured is promised an employment, or significant amount of money without any item(s), or services(s) received, in return for an up-front payment.

Excess applicable to Social Engineering

An Excess may be deducted for each and every successful Claim. The Excess due is shown in the Policy Schedule and Confirmation of Cover if it applies.

B. Account Take Over Fraud

Cover

In the event the Insured is a victim of an Account Take Over Fraud during the Period of Insurance, the Company will reimburse the Insured up to the maximum benefit amount as stated in the Policy Schedule for any subsequent unauthorized transactions that appear on the Insured's GCash Account.

For the purpose of this benefit, Account Take Over Fraud means a Third Party gaining unauthorized access to the Insured's GCash Account and making unauthorized transactions. Account Take Over Fraud usually occurs via phishing, spyware, malware scams or other similar scams.

In the event the Insured is a victim of Account Take Over Fraud:

1. The Insured must report the fraud to the police authorities within twenty-four (24) hours of the discovery and obtain a police report; and
2. The Insured must notify the Policyholder within twenty-four (24) hours of his/her discovery of fraud, so it can make attempts to stop the transaction from going through or to trace where the funds have gone.

There may be instances when the Policyholder may reimburse the Insured for these transactions. But if the Policyholder has refused to accept liability in writing and the Insured has complied with the terms and conditions of this Group Policy, then the Company will reimburse the Insured for these transactions.

Additional Exclusions under B. Account Take Over Fraud

The Company will not pay any compensation for:

1. Unauthorized Transactions made on the Insured's GCash account resulting from loss or theft of the Insured's Electronic Device(s) connected to the Insured's GCash Account;
2. Unauthorized Transactions made on the Insured's GCash Account more than two (2) weeks prior to the Insured's first reporting of the incident to the police authorities or the Policyholder;
3. Charges incurred by a relative or a member of the Insured's family, or by a person the Insured has authorized to use his/her GCash Account;
4. Losses that result from, or are related to, business pursuits including the Insured's work or profession; or
5. Transaction made or authorized by the Insured or the Insured's authorized user using One Time Password (OTP), PIN, password, and similar e-money account security services.

Excess applicable to Account Takeover Fraud

An Excess may be deducted for each and every successful Claim. The Excess due is shown in the Policy Schedule and Confirmation of Cover if it applies.

C. Online Shopping Fraud

Cover

The Company will reimburse the Insured for the amount he/she has paid for Eligible Item(s)/Service(s) purchased online from an online retailer or Online Marketplace, up to the maximum benefit amount stated in the Policy Schedule, if the transaction or online trading platform is fraudulent. Payment must have been made using the Insured's GCash Account.

For the avoidance of doubt, the Company will not indemnify the Insured for online transactions which are completed on genuine websites/trading platforms or with genuine sellers on the Online Marketplace, where:

1. the online retailer/seller becomes insolvent; and/or
2. the online retailer/seller fails to deliver the item(s) or service(s); and/or
3. the item(s)/service(s) is/are delivered damaged or faulty.

In the above circumstances, the Insured should raise his/her issue with the online retailer/seller or refer to the consumer law/rights that protect the Insured.

In the event the Insured is a victim of Online Shopping Fraud:

1. The Insured must report it to the police authorities within twenty-four (24) hours of the discovery of fraud and obtain a police report; and
2. The Insured must notify the Policyholder within twenty-four (24) hours of the discovery of fraud to minimize further losses from this fraud.

There may be instances when the Policyholder may reimburse the Insured for these transactions. But if the Policyholder has refused to accept liability in writing and the Insured has complied with the terms and conditions of this Group Policy, then the Company will reimburse the Insured for these transactions.

Excess applicable to Online Shopping Fraud

An Excess may be deducted for each and every successful Claim. The Excess due will be shown in the Policy Schedule and Confirmation of Cover if it applies.

Maximum Benefit Amount Applicable to Benefit A, Benefit B and Benefit C under this Section The Company's maximum limit of liability shall be the amount in total as stated in the Policy Schedule.

SECTION 5 – GENERAL EXCLUSIONS

This Group Policy does not provide cover for losses under any sections which are recoverable from the Policyholder, or any loss:

1. Arising from any incident prior to the start date of the Insured's insurance cover or after the cancellation;
2. Before or after the incident, if the Insured has wilfully concealed or misrepresented any material fact or circumstance concerning this insurance or provided fraudulent information to the Company;
3. Resulting from war, invasion, act of foreign enemy hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power, nationalisation, confiscation, requisition, seizure or destruction by the government or any public authority;
4. Arising directly or indirectly from, or in connection with, the Insured's employment such as any corporate related transactions or any transactions via any Business Account;

5. Resulting from gambling, lottery, contest, promotional game, or other games of chance;
6. Resulting from illegal activity engaged in by the Insured whether knowingly or unknowingly;
7. Arising from a Mass Cyber-attack incident where losses and/or unauthorized charges is a result of any kind of system, malware and/or data hacks and/or any losses incurred because of the theft or misuse of any data or databases under the control of financial institutions, merchants, retailers, or payment system providers; or
8. Comprising consequential loss or damage as a result of the incident.

Sanctions Exclusions Applicable to this Group Policy

This Group Policy does not apply to the extent that trade or economic sanctions or other laws or regulations prohibit the Company from providing insurance, including, but not limited to, the payment of claims. The Company is a branch of a US company and Chubb Limited, a New York Stock Exchange (NYSE) listed company.

Consequently, the Company is subject to certain US laws and regulations in addition to EU, UN and local sanctions restrictions which may prohibit it from providing cover or paying claims to certain individuals or entities or insuring certain types of activities related to certain countries such as Cuba.

SECTION 6 – CLAIMS

How to make a claim

1. On the happening of any event which could lead to a claim, the Insured must notify the Company within seven (7) days of the discovery of incident.
2. The Insured can notify the Company by visiting My GInsure tab in the GCash app that will lead to MyAccount of the Company.
3. For documents needed to file a claim, the Insured may visit GCash Help Centre for details.

All information and evidence required by the Company shall be furnished at the Insured's expense and shall be in such form and nature as the Company may prescribe to process the claim.

If the Insured fails to comply with the terms and conditions of this Group Policy, the Company may be entitled to refuse to pay or reduce the claim that may be payable.

Proof of Loss

Written proof of loss including the original receipts, invoices and all other relevant documents must be furnished to the Company within ninety (90) days after the date of such loss. Failure to furnish such proof within the time required shall not invalidate nor reduce any claim if it was not reasonably possible to give proof within such time, provided such proof is furnished as soon as reasonably possible and not later than one (1) year from the date of loss.

Time of Payment of Claim

Indemnities payable under this Group Policy will be paid within thirty (30) days after receipt by the Company of due written proof of such loss and after ascertainment of the loss is made by the agreement between the Company and the Insured or by arbitration; but if such ascertainment is not made within sixty (60) days after such receipt by the Company of the proof of loss, then the loss shall be paid within ninety (90) days after such receipt. Refusal or failure to pay the loss within the periods prescribed herein will entitle the Insured to collect interest on the proceeds of the Group Policy for the duration of the delay at the rate of twice the ceiling prescribed by the Monetary Board, unless such refusal or failure to pay is based on the ground that the claim is fraudulent.

Making Claims after this Group Policy is Cancelled

If this Group Policy is cancelled, this does not affect the Insured's rights to make a claim under this Group Policy if the event occurred before the date of cancellation or during the period of coverage specified in the Confirmation of Cover.

Any Confirmation of Cover in effect when the Group Policy is cancelled, non-renewed or otherwise terminated shall continue to be in effect for the period of coverage specified in the Confirmation of Cover. If the ground for cancellation is non-payment of premium no cover will be provided.

Fraudulent Claims

If any claim under this Group Policy is fraudulent or if the Insured or anyone on the Insured's behalf used any fraudulent means or devices to obtain benefit under this Group Policy, the Company shall have no liability in respect of such fraudulent claim and shall be entitled to terminate this Group Policy immediately.

Fraud Warning

Section 251 of the Amended insurance Code imposes a fine not exceeding twice the amount claimed and/or imprisonment of two (2) years, or both, at the discretion of the court, to any person who presents or causes to be presented any fraudulent claim for the payment of a loss under a contract of insurance, and who fraudulently prepares, makes or subscribes any writing with intent to present or use the same, or to allow it to be presented in support of any claim.

SECTION 7 – GENERAL CONDITIONS

Where does this Group Policy apply?

This Group Policy insures the Insured twenty-four (24) hours a day anywhere in the world.

Enrolment Declaration

The daily/weekly/monthly declaration of Eligible Insureds shall be submitted by the Policyholder to the Company.

Breach of Conditions

If the Policyholder or the Insured is in breach of any of the conditions or provisions of this Group Policy (including a claims condition), the Company may decline to pay a claim, to the extent permitted by law.

Conditions Precedent to Liability

The Company's liability for any benefit under this Group Policy is conditional upon the:

1. truth of the statements and information as provided to the Company by the Policyholder and all Insured(s); and
2. due observance and fulfilment of the terms and conditions of this Group Policy insofar as they relate to anything to be done or complied with by the Policyholder and all Insured(s).

Premium Payment

This Group Policy shall not be valid and binding unless and until the premium has been paid by the Policyholder.

Review of Premium Rate

The Company and the Policyholder agree to review the performance of this Group Policy three (3) months after Effective Date and every three (3) months thereafter. If upon such review, there is a need to change the premium rate, the said change in premium rate shall be effected subject to the mutual agreement of the Company and the Policyholder; provided that the change in premium rate shall apply only to new enrollees under this Group Policy. If the Company and the Policyholder fail to agree on a new premium rate, the existing premium rate shall continue to apply to those who are currently enrolled under this Group Policy. In case of non-agreement as to the new premium rate, the Company may notify the Policyholder that thirty (30) days from date of such notice, no additional new enrollees will be enrolled under this Group Policy.

Grace Period

A grace period of thirty-one (31) days will be granted for the payment of each premium falling due after the first premium during which time this Group Policy shall continue in force, unless this Group Policy has been cancelled, terminated or has not been renewed in accordance with the provisions of this Group Policy. However, if loss occurs within the Grace Period for which the Company shall be obligated to pay benefits under this Group Policy, any premium then due and unpaid will be deducted in settlement.

Due Diligence

The Insured will exercise due diligence in doing all things to avoid or reduce any loss under this Group Policy.

Misstatement of Age

If the age of the Insured has been misstated, all amounts payable under this Group Policy shall be such as the premium paid would have purchased at the correct age. In the event the age of the Insured has been misstated, and if according to the correct age of the Insured, the coverage provided by this Group Policy would not have become effective, or would have ceased prior to the acceptance of such premium or premiums, then the liability of the Company during the period the Insured is not eligible for coverage shall be limited to the refund of all premiums paid for the period not covered by this Group Policy.

Right to Return

In the event the Policyholder/Insured is not satisfied with this Group Policy/Confirmation of Cover for any reason, the Policyholder/ Insured may cancel this Group Policy/Confirmation of Cover by advising the Company in writing within seven (7) days after receipt of this Group Policy/Confirmation of Cover. Any premium paid will be refunded during this period. The Policyholder/Insured will not be entitled to a refund if an Insured has made a claim during this period.

Cancellation by the Company

This Group Policy/Confirmation of Cover shall not be cancelled by the Company except upon prior written notice thereto to the Policyholder/Insured, and no notice of cancellation shall be effective unless it is based on the occurrence, after the Effective Date of this Group Policy/Period of Insurance of the Confirmation of Cover, of one or more of the following:

1. non-payment of premium;
2. conviction of the Insured of a crime arising out of acts increasing the hazards insured against;
3. discovery of fraud or material misrepresentation;
4. discovery of wilful or reckless acts of omissions increasing the hazards insured against;
5. physical changes in the property insured which result in the property becoming uninsurable;
6. discovery of other insurance coverage that makes the total insurance in excess of the value of the property insured; or
7. a determination by the Insurance Commissioner that the continuation of this Group Policy would violate or would place the company in violation of the Amended Insurance Code.

All notices of cancellation shall be in writing, mailed or delivered to the Policyholder/Insured at the address shown on the Policy Schedule/Confirmation of Cover and shall state (i) which of the grounds set forth in this provision is relied upon, and (ii) that, upon written request of the Policyholder/Insured, the Company will furnish the facts on which the cancellation is based.

The Policyholder shall inform the Insured of the impending cancellation of this Group Policy by the Company upon its receipt of the notice.

Clerical Error

A clerical error by the Company shall not invalidate insurance otherwise validly in force, nor continue insurance otherwise not validly in force.

Complying with Policy Conditions

The due observance and fulfillment of the terms of this Group Policy insofar as they relate to anything to be done or complied with by the Policyholder/Insured and the truth of the statements and answers in the policy application and of evidence required from the Insured in connection with this Group Policy shall be conditions precedent to any liability of the Company to give any payment due under this Group Policy.

Renewal Conditions

This Group Policy may be renewed for further consecutive periods by the payment of premium on the Effective Date of the renewal at the Company's premium rate in force at the time of renewal, subject to its right to decline renewal of this Group Policy on any anniversary date of the Group Policy upon giving forty-five (45) days prior written notice, mailed or delivered to the Policyholder at the address shown in this Group Policy, of the Company's intention not to renew this Group Policy, or to condition its renewal upon reduction of limits or elimination of coverages. The Company's acceptance of premium shall constitute its consent to renew. Unless renewed as herein provided, this Group Policy shall terminate at the expiration of the grace period for which premium has not been paid.

Entire Contract

This Group Policy, including endorsements and attached papers of which the descriptive title is mentioned in this Group Policy, if any, the policy application on file with the Company or attached herewith, the Policy Schedule and the Confirmation of Cover, constitute the entire contract of insurance. No change in this Group Policy shall be valid until approved by an authorized executive officer of the Company and unless such approval be endorsed hereon or attached hereto. No agent has authority to change this Group Policy or to waive any of its provisions. None of the provisions, conditions and terms of this Group Policy shall be waived or altered except in accordance with the pertinent provisions of Section 50 of the Amended Insurance Code.

Any rider, clause, warranty or endorsement issued after the Effective Date of this Group Policy shall be countersigned by the Policyholder, which countersignature shall be taken as the Policyholder's agreement to the contents of such rider, clause, warranty or endorsement.

Governing Law

This Group Policy shall be governed by and interpreted in accordance with the laws of the Philippines.

Mediation

In the event of any controversy or claim arising out of or relating to this Group Policy, or a breach hereof, the Company and the Policyholder/Insured shall first endeavor to amicably settle the matter by mediation administered by the Insurance Commission or any recognized institution under the Mediation Rules, before resorting to arbitration, litigation or some other alternative dispute resolution procedure.

Legal Action

Unless the claim has been denied, no action or suit shall be brought either to the Insurance Commission or any court of competent jurisdiction to recover on this Group Policy prior to the expiration of sixty (60) days after written proof of loss has been furnished in accordance with the requirements of this Group Policy. In any event, no legal action shall be brought after the expiration of one year from notice of the denial of the claim.

Civil Code 1250 Waiver Clause

It is hereby declared and agreed that the provision of Article 1250 of the Civil Code of the Philippines (Republic Act No. 386) which reads:

“In case an extraordinary inflation or deflation of the currency stipulated should supervene, the value of the currency at the time of the establishment of the obligation shall be the basis of payment.”

shall not apply in determining the extent of liability under the provisions of this Group Policy.

Availability of the Group Policy

This Group Policy shall be kept in the main office of the Policyholder in the custody of its authorized officer and shall be available at the Policyholder's website:
<https://www.gcash.com/> This Group Policy shall be available to the Insured for inspection during the regular office hours of the Policyholder.

Privacy Statement

In this Privacy Statement “We”, “Our” and “Us” means Insurance Company of North America (a Chubb Company). This Statement is a summary of Our Privacy Policy and provides an overview of how We collect, disclose and handle the Insured's personal

information, which may include sensitive personal information. Our Privacy Policy may change from time to time and where this occurs, the updated version will be posted to Our website.

Why We Collect the Insured's Personal Information

The primary purpose for Our collection and use of the personal information of the Insured is to enable Us to provide Our services (e.g. policy administration, inquiries, claims processing).

How We Obtain the Insured's Personal Information

We collect personal Information (which may include sensitive personal information) at various points including but not limited to when We are issuing, changing or renewing an insurance policy or cover with Us or when We are processing a claim. Personal information is usually obtained directly from the Insured or through an insurance intermediary or a group policyholder. Please refer to Our Privacy Policy for further details.

When information is provided to Us via a third party, We use that information on the basis that the Insured consented or would reasonably expect Us to collect the Insured's personal information in this way. We take reasonable steps to ensure that the Insured has been made aware of how We handle his/her personal information.

How We Disclose the Insured's Personal Information

We may disclose the information We collect to third parties, including service providers engaged by Us to carry out certain business activities on Our behalf (such as claims assessors and call centers). In some circumstances, in order to provide Our services, We may need to transfer personal information to other entities within the Chubb group of companies or third parties with whom We (or the Chubb Group of Companies) have subcontracted to provide a specific service for Us, which may be located outside of the Philippines. These entities and their locations may change from time to time. Please contact Us, if you would like a full list of the countries in which these third parties are located. In the circumstances where We disclose personal information to the Chubb Group of Companies, third parties outside the Philippines, We take steps to protect personal information against unauthorized disclosure, misuse or loss.

Where access to Our products has been facilitated through a third party (e.g. insurance broker) We may also share Your information with that third party.

Access to and Correction of the Insured's Personal Information

If the Insured would like to request access to, update or correct the personal information held by Us, please contact Our Data Protection Officer.

Contact Us

Insurance Company of North America

A Chubb Company

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\$\mathrm{F}+632\\$ 8325 1675

About Chubb in the Philippines

Chubb is a world leader in insurance. With operations in 54 countries and territories, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. As an underwriting company, we assess, assume and manage risk with insight and discipline. We service and pay our claims fairly and promptly. The company is also defined by its extensive product and service offerings, broad distribution capabilities, exceptional financial strength and local operations globally. Parent company Chubb Limited is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index. Chubb maintains executive offices in Zurich, New York, London, Paris and other locations, and employs approximately 40,000 people worldwide.

Chubb, via acquisitions by its predecessor companies, has been present in the Philippines for more than 70 years. Chubb in the Philippines is a branch of Insurance Company of North America, which has been assigned a financial rating of AA by Standard & Poor's. The company provides specialized and customized coverages for Property, Casualty, Marine, Financial Lines, as well as Accident & Health. It leverages global expertise and local acumen to tailor solutions to mitigate clients' risks. With a focus on building strong relationships with its clients by offering responsive service, Chubb in the Philippines has become one of the leading providers of Specialty Personal Lines, Accident & Health insurance through direct marketing.

More information can be found at www.chubb.com/ph-en/

Chubb. Insured.

Source: https://help.gcash.com/hc/en-us/article_attachments/46668905146649

Express Send Transaction Limit FAQS {#express-send-transaction-limit-faqs}

Path: articles/44143447540505-Express-Send-Transaction-Limit-FAQS

ADVISORY:

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

Articles in this section

- [What is the GCash Express Send Transaction Limit?](#)
- [Express Send Transaction Limit FAQS](#)
- [I've exceeded my Express Send transaction limit in GCash. What do I do?](#)
- [Someone sent me money from their GCash to my GCash account, but I didn't receive it. What should I do?](#)
- [I sent money to the wrong GCash account or number via Express Send. What should I do?](#)
- [I sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do?](#)
- [I can't send money to another GCash account. What do I do?](#)

Promoted articles

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

Got questions about the GCash Express Send Transaction Limit? Check out the fast FAQS below:

How do the Express Send Transaction Limits work?

At the beginning of every month, you will **receive a maximum of 550 Send & 500 Receive transactions for Express Send** that you can perform within that given month

You will no longer be able to perform Express Send transactions for the remainder of the given month once you have hit **BOTH** the allotted amount of transactions.

Your **limits will reset to 0 at the beginning of the following month**. You can perform Send & Receive transactions again until you hit the maximum limit allotted for that month.

Can I remove my Express Send Transaction Limits?

It is **not possible to remove the Express Send Transaction Limits** on your GCash account.

If you are a merchant and want to use GCash without transaction limits, we encourage you to sign up for a [GCash Pera Outlet account](#).

Need more Help?

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

- [What is the Express Send Transaction Limit?](#)
- [How do I sign up for GCash Pera Outlet?](#)
- [I've exceeded my Express Send transaction limit in GCash. What do I do?](#)

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

44143447540505

Source: <https://help.gcash.com/hc/en-us/articles/44143447540505-Express-Send-Transaction-Limit-FAQS>

EzySave by Maybank {#ezysave-by-maybank}

Path: sections/9316808199321-EzySave-by-Maybank

ADVISORY:

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[Can I open an EzySave+ by Maybank account?](#)

[What is the interest rate in EzySave+ by Maybank?](#)

[How can I get a Maybank VISA debit card?](#)

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

[How can I withdraw from my EzySave+ by Maybank account?](#)

[How can I update the mobile number linked to my EzySave+ by Maybank account?](#)

[How do I close my EzySave+ by Maybank account?](#)

Source: <https://help.gcash.com/hc/en-us/sections/9316808199321-EzySave-by-Maybank>

FPG Insurance Compulsory Third Party Liability

CTPL {#fpg-insurance-compulsory-third-party-liability-ctpl}

Path: articles/10444956195097-FPG-Insurance-Compulsory-Third-Party-Liability-CTPL

ADVISORY:

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

Articles in this section

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

Promoted articles

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

FPG Insurance Compulsory Third Party Liability (CTPL) provides you with financial protection and coverage for the death and/or bodily injury of a Third Party victim in an accident caused by the Insured Vehicle. It is required by law upon vehicle registration to cover damages and losses caused to any third-party person, property, or vehicle.

Jump to:

- [Coverage](#)
 - [Death Indemnity](#)
 - [Bodily Injuries and Fractures](#)
 - [Permanent Disablement](#)
- [Eligibility](#)
- [Purchase FPG Insurance CTPL](#)
- [Claims and Cancellation](#)
- [Contact FPG Insurance](#)

Coverage

The CTPL covers **Death Indemnity**, **Bodily Injuries and Fractures**, and **Permanent Disablement**. Please see the tables below for more information.

Death Indemnity

||| --- | --- || **Amount (PHP)** || **Death Indemnity** | 70,000 || **Burial and Funeral Expenses** | 30,000 |

Bodily Injuries and Fractures

|||| --- | --- | --- || **Types of Accommodation or Professional Attendance Extended | Service Rendered | Maximum Reimbursable Fees and/or Charges (PHP)** || **Hospital Rooms** | Max of 45 days per accident | 500/per day || Laboratory examinations fees, X-Rays | 2,000 || **Surgical Expenses** | Major Operation | 7,500 || Medium Operation | 5,000 || Minor Operation | 1,500 || **Operating Room** | Major Operation | 1,500 || Medium Operation | 1,000 || Minor Operation | 500 || **Medical Expenses** | For Daily visits of Practitioners or Specialist | 400/per day || The total amount of medical expenses must not exceed (for a single period of confinement) | 5,000 || **Drug and Medicine** | Actual value of drugs and medicine used but not to exceed | 20,000 || **Ambulance Charge** | Actual value of ambulance transport used but not to exceed | 1,500 |

Permanent Disablement

|||| --- | --- || **Loss of or Loss of use of | Amount (PHP)** || Two Limbs | 50,000 || Both hands or All Finger or Both Thumbs | 50,000 || Both Feet | 50,000 || One Hand and One Foot | 50,000 || Sight of Both Eyes | 50,000 || Injuries resulting in being permanently bedridden | 50,000 || Any Other injury causing permanent total disablement | 50,000 || Arm at or above the elbow | 20,000 || The arm between the elbow and wrist | 15,000 || Hand | 15,000 || Four Fingers and Thumb of One Hand | 15,000 || Four Fingers | 12,000 || Leg at or above the knee | 20,000 || Leg below knee | 15,000 || One Foot | 15,000 || All Toes of one foot | 10,000 || Thumb | 8,000 || Index Finger | 6,000 || The sight of One Eye | 20,000 || Hearing - Both Ears | 30,000 || Hearing - One Ear | 15,000 |

Eligibility

You are eligible to apply for FPG Insurance CTPL if you are:

- An owner of a registered vehicle in the Philippines
- A Fully Verified GCash user
- A Filipino citizen or foreigner who is a legal resident of the Philippines

Purchase FPG Insurance CTPL

You cannot buy a policy for someone else directly. You can only buy one (1) policy within the year.

Note: The amount for the annual premium payment will be automatically deducted from your GCash Wallet upon purchase. Please make sure you have enough balance in your GCash Wallet to make a successful transaction. If you are unable to pay for your premium due to insufficient funds in your GCash Wallet, FPG Insurance may terminate your policy. However, you still have a grace period of 30 days to pay for your premium.

To comply with the Land Transportation Office (LTO) requirement, your coverage will start with your vehicle unit's plate ending.

1 | 1 | --- | --- | **Plate Number | Start Date** | Ending in one (1) | February 1 | Ending in two (2) | March 1 | Ending in three (3) | April 1 | Ending in four (4) | May 1 | Ending in five (5) | June 1 | Ending in six (6) | July 1 | Ending in seven (7) | August 1 | Ending in eight (8) | September 1 | Ending in nine (9) | October 1 | Ending in zero (0) | November 1 |

Claims and Cancellation

Claims

To file a claim for FPG Insurance Compulsory Third Party Liability (CTPL), send an email to the FPG Claims Service Desk at ph-claimservicedesk@fpgins.com and attach the following required claim documents:

- Copy of Car Registration and Official Receipt
- Copy of Driver's License and Official Receipt
- Police Report and/or Affidavit of Loss or Accident Report Form
- Third-Party Bodily Injury Claim
 - Receipts of Medicine of the Victim
 - Hospital Bills
 - Birth Certificate (if minor)
- Third-Party Death Claim
 - Death certificate of the victim
 - Funeral expense receipts
 - Marriage Contract (if married)
 - Birth Certificate (if minor or single)

The review of the claim will only start once you have submitted all the required claim documents. FPG Insurance will contact you if they require any additional information and/or document(s).

Approved claims will have the settlement amount disbursed in the GCash account or nominated bank account of the third-party claimant.

To follow up on your claims, please [contact FPG Insurance](#)

Cancellation of Policy

You may cancel your policy within **fifteen (15) days** after you receive your policy. Please email FPG Insurance Customer Care at phcustomercare@fpgins.com to cancel your policy. FPG Insurance will process your premium refund exclusive of Documentary Stamps within **fifteen (15) business days**.

Contact FPG Insurance

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

- **FPG Claims Service Desk:**

- **Email:** ph-claimsservicedesk@fpkins.com
- **Hotline:** +632-8771-8500

- **FPG Customer Care:**

- **Email:** phcustomercare@fpkins.com
- **Hotline:** +632-8859 1200; +632-8662-8600; +632-7944-1300

- **Facebook:** [FPG Insurance Philippines](#)

- **Twitter:** [@fpkinsurance_ph](#)

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BPI MS Compulsory Third Party Liability Insurance

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Standard Insurance Car Protect

- [BPI MS Compulsory Third Party Liability Insurance](#)
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Source: <https://help.gcash.com/hc/en-us/articles/10444956195097-FPG-Insurance-Compulsory-Third-Party-Liability-CTPL>

FPG Insurance Home Fire Protection {#fpg-insurance-home-fire-protection}

Path: articles/10442839854105-FPG-Insurance-Home-Fire-Protection

ADVISORY:

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

Articles in this section

- [FPG Insurance Home Fire Protection](#)

Promoted articles

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

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

FPG Insurance Home Fire Protection is a policy that insures the contents of your home from damage or accidental loss due to a fire incident.

Jump to:

- [Coverage](#)
- [Eligibility](#)
- [Purchase Standard Insurance Home Fire Protection](#)
- [Claims and Cancellation](#)
- [Contact and FPG Insurance](#)

Coverage

The coverage of Standard Insurance Home Fire Protection gives you the benefit of helping you pay up to a maximum of PHP 50,000 in damages or loss of contents in your declared house address due to a Fire or Lightning incident.

Eligibility

You are eligible to apply for Home Fire Protection if you are:

- A [Fully Verified](#) GCash user
- A Filipino citizen or foreigner who is a legal resident of the Philippines

Note: You can use your own GCash account to buy a Home Fire Protection policy for someone else. You can only buy one (1) policy per property location for every three-month coverage.

Purchase FPG Insurance Home Fire Protection

Note: The amount for the annual premium payment will be automatically deducted from your GCash Wallet upon purchase. Please make sure you have enough balance in your GCash Wallet to make a successful transaction. If you are unable to pay for your premium due to insufficient funds in your GCash Wallet, FPG Insurance may terminate your policy. However, you still have a grace period of 30 days to pay for your premium.

FPG Insurance will issue an e-Policy and send it to your registered email address **within 24 hours** after you have completed the application process and payment. You may also view your policy on the Policy Page of your GInsure home page.

Your coverage will start the day after you enroll and make your first payment via the GCash app.

Claims and Cancellation

Claims

To file a claim for FPG Insurance Compulsory Third Party Liability (CTPL), send an email to the FPG Claims Service Desk at ph-claimsservicedesk@fpgins.com and attach the following required claim documents:

- Incident Report and/or Affidavit detailing the circumstances of the loss
- Certification from the Bureau of Fire
- Properly labeled colored photos showing the damage to affected contents
- A detailed list of the affected items showing the cost price of each item and the date of acquisition

The review of the claim will only start once you have submitted all the required claim documents. FPG Insurance will contact you if they require any additional information and/or document(s).

Approved claims will have the settlement amount disbursed in the GCash account or nominated bank account of the third-party claimant.

To follow up on your claims, please [contact FPG Insurance](#).

Cancellation of Policy

You may cancel your policy within **fifteen (15) days** after you receive your policy. Please email FPG Insurance Customer Care at phcustomercare@fpgins.com to cancel your policy. FPG Insurance will process your premium refund exclusive of Documentary Stamps within **fifteen (15) business days**.

Contact FPG Insurance

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

- **FPG Claims Service Desk:**
 - **Email:** ph-claimsservicedesk@fpgins.com
 - **Hotline:** +632-8771-8500
- **FPG Customer Care:**
 - **Email:** phcustomercare@fpgins.com
 - **Hotline:** +632-8859 1200; +632-8662-8600; +632-7944-1300
- **Facebook:** [FPG Insurance Philippines](#)
- **Twitter:** [@fpginsurance_ph](#)

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Source: <https://help.gcash.com/hc/en-us/articles/10442839854105-FPG-Insurance-Home-Fire-Protection>

FPG Insurance Personal Accident Protection {#fpg-insurance-personal-accident-protection}

Path: articles/14836639630489-FPG-Insurance-Personal-Accident-Protection

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Articles in this section

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

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

Your Personal Accident Protection by FPG Insurance provides the quickest and easiest way to give you peace of mind with comprehensive cover for Accidental Death and Disablement, Natural Death, and protection of your house against a fire-related incident.

Jump to:

- [Coverage](#)
- [Eligibility](#)
- [Purchase FPG Insurance Personal Accident Protection](#)
- [Claims and Cancellation](#)
- [Contact](#)

Coverage

Note: You are covered even when the accident occurs while you are outside of the Philippines. The benefit amount will be payable in Philippine pesos.

||||---|---|| **Accidental Death Benefit** | Pays for the accidental bodily injury if death occurs within twelve calendar months of bodily injury and is directly attributed to accidental bodily injury. || **Permanent and Total Disablement** | Payable once the Insured becomes disabled permanently, totally, and absolutely from engaging in each and every occupation or employment for compensation within twelve calendar months of bodily injury and not followed within twelve calendar months of the said bodily injury by death. || **Murder and Unprovoked Assault** | Pays for 100% of the benefit for accidental bodily injury sustained as a direct result of the insured being a victim of Murder and Unprovoked Assault. Incidents that occurred in the following geographical areas, including their cities, towns, barrios, and barangays are excluded || **Accident Burial Benefit** | Pays for the funeral expenses upon the death of the insured person as a result of accidental bodily injury. || **Cash Assistance Benefit** | Pays for fixed financial assistance in the event of death due to illness. || **Fire Assistance Benefit** | Pays for the loss and damages incurred to the Insured's house or contents due to fire and lightning. |

The following are the locations that are **excluded** from the **Murder and Unprovoked Assault Benefit**:

- Lanao Del Norte
- Lanao del Sur
- North Cotabato
- South Cotabato
- Zamboanga Del Norte
- Zamboanga Del Sur
- Maguindanao
- Sultan Kudarat
- Sulu Archipelago
- Basilan

Eligibility

Note: You cannot purchase Personal Accident Protection on behalf of someone else. You can buy only **one (1) policy for yourself** for every three (3) months of coverage.

You can avail of this product if you are:

- At least 18-65 years old
- A Filipino citizen or foreigner who is a legal resident in the Philippines at the time of application
- A Fully Verified GCash user

Purchase FPG Insurance Personal Accident Protection

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

your premium due to insufficient funds in your GCash Wallet, FPG Insurance may terminate your policy. However, you still have a grace period of 30 days to pay for your premium.

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

The coverage of Personal Accident Protection is effective for three months and is renewable after the said duration. The insurance cover will commence the day after you enroll and make your first payment via GCash.

Claims and Cancellations

Claims

To file a claim, please secure all the required documents. Once you have secured all the necessary requirements, please send the documents by visiting the FPG Claims Service desk.

Below are the documents needed depending on the type of claim you will be availing:

| LIVING CLAIM | DEATH CLAIM | FIRE CASH ASSISTANCE | | --- | --- | --- | --- | -
Copy of your policy
- Duly Accomplished Claim
- Medical Certificate
- Incident Report | - Copy of your policy
- Duly Accomplished Claim
- Death Certificate
- Police Report
- Autopsy Report
- Proof of Beneficiary's Identity (Birth Certificate and Marriage Certificate) | - Copy of your policy
- Barangay Certificate
- Bureau of Fire Certificate
- Pictures showing the Damages caused by the fire |

Note: Processing of claims will only start once requirements are completely submitted.

FPG Insurance will notify the third-party claimant via email. Settlement shall be disbursed to the GCash account or nominated bank account of the third-party claimant.

Cancellation

You may cancel your policy within 15 days after you receive your policy. Please email phcustomercare@fpugins.com to cancel your policy. We shall process your premium refund exclusive of Documentary stamps within 15 business days.

Contact FPG Insurance

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

- **FPG Claims Service Desk:** - Email:ph-claimsservicedesk@fpgins.com
 - **Hotline:** (02) 8771-8500
- **FPG Customer Care:** - (02) 8859 1200
 - (02) 8662 8600
 - (02) 7944 1300
- Email:phcustomercare@fpgins.com
- Facebook: FPG Insurance Philippines
- Twitter:@fpginsurance_ph

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- [Pru Life UK PRUPersonal Accident – Junior Protect](#)
- [Singlif Cash for Income Loss due to Accidents](#)

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FWD BIG 3 Critical Illness Insurance {#fwd-big-3-critical-illness-insurance}

Path: articles/40399755316633-FWD-BIG-3-Critical-Illness-Insurance

ADVISORY:

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- [Buy Load Insurance](#)
- [Oona Big 3 Critical Illness Insurance](#)
- [Oona Infinity Travel Insurance](#)
- [FWD The One Life Insurance Cover](#)
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- [Singlif 100 in 1 Medical](#)
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BIG 3 Critical Illness Insurance is a protection plan that covers the top 3 most common critical illnesses in the Philippines: Cancer, Heart Attack, and Stroke.

Jump to:

- [Eligibility](#)
- [Coverage](#)
- [Purchase FWD BIG 3 Critical Illness Insurance](#)
- [Cancellation and Claims](#)
- [Contact FWD](#)

Eligibility

You can avail of this product if you are:

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

Note:

You cannot buy this policy for someone else directly.

Coverage

With FWD BIG 3 Critical Illness Insurance, you are provided with the following benefits:

- **Cash Benefit:** Receive a cash payout if you're diagnosed with cancer, heart attack, or stroke.
- **100% Coverage:** Get 100% of the benefit amount upon diagnosis, whether it's early or late-stage cancer, heart attack, or stroke.
- **Early to Late-Stage Cancer:** Receive the full benefit amount for both early and late-stage cancer diagnoses.
- **Multiple Policies:** You can buy multiple policies with a combined benefit amount of up to ₱2 million.
- **Annual Coverage:** Be protected for one year, with the option to renew every year until you turn 79.

Note:

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

Purchase FWD BIG 3 Critical Illness

To purchase FWD BIG 3 Critical Illness follow the steps below:

1. On your GCash app, tap **GInsure > Health**
2. Select the FWD BIG 3 Critical Illness Insurance product.
3. Fill out the application form with the required details and agree to the health declarations.
4. Complete the payment process.

You will receive a confirmation page of the successful payment of your chosen policy.

FWD will send your e-policy within **24 hours** of completing the application and payment. You'll receive it via your registered email, which will also be accessible on the Policy Page in the GCash app.

You can also check a copy in the app Omne by FWD.

Premium payments will be **automatically deducted** from your GCash e-wallet on the due dates. Make sure your GCash balance is sufficient to keep your policy active.

Cancellation and Claims

Cancellation

You are entitled to a free-look period which will run for 15 days upon issuance of the policy. During this period, you may review the policy provisions, inclusions, and exclusions.

If you decide to cancel your policy within the free-look period, you may do so on our Omne by FWD app, contact our 24/7 Customer Connect at **+632 8888 8388**, or email **CustomerConnect.ph@fwd.com**, to get a full refund.

Claims

To file a claim, you can reach FWD through any of the following:

- **24/7 Customer Connect:** Call +632 8888 8388
- **Email:** CustomerConnect.ph@fwd.com or claimsconnect.ph@fwd.com
- **Omne by FWD App:** Submit your claim directly through the app

A dedicated Claims Ambassador will be assigned to assist you personally.

Contact FWD

To contact FWD, check out their available channels below:

- **24/7 Customer Connect:** Call +632 8888 8388
- **Email:** CustomerConnect.ph@fwd.com or claimsconnect.ph@fwd.com
- **Omne by FWD App:** Submit your claim directly through the app

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

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Source: <https://help.gcash.com/hc/en-us/articles/40399755316633-FWD-BIG-3-Critical-Illness-Insurance>

FWD The One Life Insurance Cover {#fwd-the-one-life-insurance-cover}

Path: articles/40400275102233-FWD-The-One-Life-Insurance-Cover

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The FWD The One Life InsuranceCover lets you choose a plan, add-on benefits, and coverage amount that suits your needs and lifestyle. It offers customizable coverage for every phase of life, from Gen Z to those up to 70 years old.

Jump to:

- [Eligibility](#)
- [Coverage](#)
- [Purchase FWD The One Life InsuranceCover](#)
- [Cancellation and Claims](#)
- [Contact FWD](#)

Eligibility

You can avail of this product if you are:

- At least 18-70 years old
- A [Fully Verified](#) GCash user
- In good health, able to work and do daily activities without any help
- A Filipino citizen or a foreigner who is a legal resident of the Philippines for at least 6 months

Note:

You cannot buy this policy for someone else directly.

Coverage

With FWD The One Life Insurance Cover, you are provided with the following benefits **until age 79**:

FWD The One for Life Insurance Cover Benefits:

- Death Benefit
- Accidental Death Benefit
- Critical Illness Benefit

You can choose a plan that includes one, two, or all three of these benefits:

- **Death Benefit** Your beneficiaries will receive a Death Benefit if you pass away.
- **Accidental Death Benefit** Add this to your plan to provide a cash benefit to your beneficiaries if you pass away due to an accident.
- **Critical Illness Benefit** Add coverage for critical illness and claim a benefit amount if you're diagnosed with any of the 42 covered major critical illnesses.

Plan Variants:

- Death, Accidental Death, & Critical Illness Benefits
- Death & Accidental Death Benefits
- Death & Critical Illness Benefits
- Death Benefit

Note:

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

Purchase FWD The One Life Insurance Cover

Note: You can buy multiple plans, but the total benefit amount cannot exceed Php 2,000,000 for Critical Illness (CI) and Php 5,000,000 for Digital products.

To purchase FWD The One Life insurance product follow the steps below:

1. On your GCash app, tap **GInsure > Life**
2. Select the The One Life Insurance product.
3. Fill out the application form with the required details and agree to the health declarations.
4. Complete the payment process.

You will receive a confirmation page of the successful payment of your chosen policy.

FWD will send your e-policy within **24-42 hours** of completing the application and payment. You'll receive it via your registered email, which will also be accessible on the Policy Page in the GCash app.

You can also check a copy in the app Omne by FWD.

Premium payments will be **automatically deducted** from your GCash e-wallet on the due dates. Make sure your GCash balance is sufficient to keep your policy active.

Cancellation and Claims

Cancellation

You are entitled to a free-look period which will run for 15 days upon issuance of the policy. During this period, you may review the policy provisions, inclusions, and exclusions.

If you decide to cancel your policy within the free-look period, you may do so on the Omne by FWD app, contact their 24/7 Customer Connect at +632 8888 8388, or email CustomerConnect.ph@fwd.com, to get a full refund.

Claims

When can claims not be paid? [dropdown]

For Death Benefit

You cannot claim if death is due to attempted suicide or deliberate self-harm while the insured is sane within 2 years from the policy's effective date. In such cases, FWD will return all paid premiums to the beneficiaries.

For Accidental Death Benefit

FWD will not pay any benefit if the claim arises from committing an illegal or unlawful act (including a terrorist act), failure to act, war or any act of war (whether declared or not), or any civil or military uprising.

For Critical Illness Benefit

No major critical illness benefit will be paid if signs of the condition appear within the no-claim period, even if the condition is diagnosed after the period by a medical practitioner. FWD also do not pay for claims arising from pre-existing conditions. Claims related to drug or alcohol abuse, HIV, psychiatric-related causes, suicide, self-inflicted acts, unlawful acts, and war are also excluded.

To file a claim, you can reach FWD through any of the following:

- **24/7 Customer Connect:** Call +632 8888 8388
- **Email:** CustomerConnect.ph@fwd.com or claimsconnect.ph@fwd.com
- **Omne by FWD App:** Submit your claim directly through the app

A dedicated FWD Claims Ambassador will be assigned to assist you personally.

Contact FWD Insurance

To contact FWD, check out their available channels below:

- **24/7 Customer Connect:** Call +632 8888 8388
- **Email:** CustomerConnect.ph@fwd.com or claimsconnect.ph@fwd.com
- **Omne by FWD App:** Submit your claim directly through the app

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Source: <https://help.gcash.com/hc/en-us/articles/40400275102233-FWD-The-One-Life-Insurance-Cover>

Featured Articles {#featured-articles}

Path: categories/900000218046-Featured-Articles

ADVISORY:

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

Find Help

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

GCash Advisories

- [GCash Pro Platform Termination](#)
- [Advisory on Automated Fuel Dispenser \(Self-Service Gas Pumps\) Payments using GCash Cards](#)
- [Advisory for iPhone Users affected Express Send Feature Issue](#)
- [GCash Pera Outlet \(GPO\) Plus Advisory](#)
- [Advisory on Revenue Regulation 16-2023](#)
- [Advisory for using GCash on iPhone with iOS 13 and Below See all 8 articles](#)

Your Guide to GCash

- [My GCash payment or transaction was unsuccessful but my wallet was deducted. How do I get a refund?](#)
- [Differences between Send Money, Bank Transfer, Cash In, Cash Out](#)
- [Manage your GCash account](#)
- [GCash Features for Basic vs Fully Verified Accounts](#)
- [Get Started with GCash](#)
- [Reach your Money Goals See all 7 articles](#)

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Find Help {#find-help}

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Funds Disbursement Service via GCash Biz {#funds-disbursement-service-via-gcash-biz}

Path: articles/15769253153177-Funds-Disbursement-Service-via-GCash-Biz

ADVISORY:

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

Articles in this section

- [PowerPay Plus via GCashBiz](#)
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Promoted articles

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

The Funds Disbursement Service (FDS) is a self-service disbursement solution that enables partners to **disburse non-payroll funds to existing GCash accounts in real-time**. The FDS also has a system in place to have approvers confirm the disbursement before it is released to the payees.

This service is accessible on the online platform called the **GCashBiz Portal**.

Jump to:

- [How to apply](#)
- [Requirements](#)
- [Use the Funds Disbursement Service](#)

How to apply

1. Fill out [this application form](#) with the required details
2. Click Submit
3. Once you submit the form, you will receive an email confirmation along with a list of required documents to be submitted. You may also view the list of requirements below to prepare beforehand
4. A representative from GCash will get in touch with you within 1 to 14 days after your submission

Requirements

After your initial application, prepare the following documents for submission to GCash for review and start processing your application:

- GXI Non-Disclosure Agreement (NDA)
- Business documents depending on your business structure/entity type (refer to the table below)

|||| --- | --- || **Type of Business | Requirements** || Sole Proprietorship | - DTI Certificate of Registration

- BIR Certificate of Registration (BIR 2303) or Bureau of Internal Revenue Certificate of Tax Exemption (CTE)
- Valid ID of Authorized Signatory/ies
- Three (3) Specimen Signatures of the Authorized Signatory/ies
- Secondary License, if applicable

If the business owner assigns someone to sign on their behalf, a notarized Special Power of Attorney (SPA) should be submitted. || Partnership and Corporation | - SEC Certificate of Registration

- Articles of Partnership (AOP)
- Notarized Partnership Certificate
- BIR Certificate of Registration (BIR 2303) or Bureau of Internal Revenue Certificate of Tax Exemption (CTE)
- Valid ID of the Partnership Secretary
- Three (3) Specimen Signatures of the Partnership Secretary
- Valid ID of Authorized Signatory/ies
- Three (3) Specimen Signatures of the Authorized Signatory/ies
- Secondary License, if applicable
- Provisional Certificate of Registration (PCOR) and/or AMLC Certificate of Registration, if applicable || Corporation (Stock) | GOCC | - SEC Certificate of Registration

- Articles of Incorporation (AOI)
- Notarized Secretary Certificate
- Latest General Information Sheet (GIS)
- BIR Certificate of Registration (BIR 2303) or Bureau of Internal Revenue Certificate of Tax Exemption (CTE)
- Valid ID of the Corporate Secretary
- Three (3) Specimen Signatures of the Corporate Secretary
- Valid ID of Authorized Signatory/ies
- Three (3) Specimen Signatures of the Authorized Signatory/ies
- Secondary License, if applicable
- Provisional Certificate of Registration (PCOR) and/or AMLC Certificate of Registration, if applicable || Corporation (Non-Stock) | Foundation | NGO | NPO | - SEC Certificate of Registration

- Articles of Incorporation (AOI)
- Notarized Secretary Certificate
- Latest General Information Sheet (GIS)
- BIR Certificate of Registration (BIR 2303) or Bureau of Internal Revenue Certificate of Tax Exemption (CTE)
- Valid ID of the Corporate Secretary
- Three (3) Specimen Signatures of the Corporate Secretary
- Valid ID of Authorized Signatory/ies

- Three (3) Specimen Signatures of the Authorized Signatory/ies
- Secondary License, if applicable
- Philippine Council for NGO Certification (PCNC) or SEC Mandatory Disclosure Form I

Use the Funds Disbursement Service

Note: You will be charged a fee of PHP 5 for every successful disbursement.

There is no minimum maintaining balance or average daily balance required. You may pre-fund your disbursement wallet as needed

Prefund disbursement wallet

To prefund your disbursement wallet, kindly deposit the desired amount to any of the bank accounts which will be shared with you after your onboarding.

Kindly note the following prefunding **Cut-off and Turnaround Times**:

||||| --- | --- | --- || **Cut-off Time*** | **Pre-funding Transaction Type** | **Turnaround**

Time** || Monday to Saturday (excluding Philippine holidays):

9:00 AM to 4:00 PM | - Cash Deposit

- Online Fund Transfer

- On-Us Check Deposit | Two (2) hours || - Local Check Deposit

- Off-Us Check Deposit

- Regional Check Deposit (*regardless if On-Us or Local*) | One (1) banking day ||

*Requests received beyond the schedule will be processed on the next banking day.

**Processing starts upon GXI's receipt of the completely accomplished request via Smartsheet. |

Note: It will take **4 hours** for the funds to successfully enter your disbursement wallet after submission of proof deposit in the smart sheets.

Disbursement limit

Note: Please make sure that your payee is within their GCash Wallet Limits to receive your disbursement. There is no limit; however, the amount is decided by your payee's wallet and transaction limits at the time of disbursement. If the payee's wallet limit has been exceeded for the month, the disbursement will not push through.

Additionally, for Funds Disbursement Service, there are thresholds that you may set for payees within each calendar month:

- Maximum Monthly Disbursement Count Per Payee - manage the **number of times** a mobile number will receive
- Maximum Monthly Disbursement Amount Per Payee - manage the **total amount** a mobile number will receive

The running amount and the count of disbursements **resets at the end of the calendar month**. These thresholds do not replace the wallet balance limits and incoming transaction limits of a GCash Account based on the account's verification level (e.g. Basic, Fully Verified).

Should you require an increase of either of these thresholds, kindly send a Customer Relationship Form (CRF) with updated limits to partnersupport@gcash.com.

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15769253153177

Source: <https://help.gcash.com/hc/en-us/articles/15769253153177-Funds-Disbursement-Service-via-GCash-Biz>

Fuse Summer Promo 2025 {#fuse-summer-promo-2025}

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ADVISORY:

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

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

[See more](#)

Promoted articles

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

Borrow with GCash using GGives, GLoan, GCredit or GLoan Sakto for your summer travels and get a **FREE** GCash VISA card

Promo Period:

April 16, 2025, to June 30, 2025.

Who can join?

Pre-selected GCash users who receive an SMS invite

How to join?

Use at least 2 of these GCash Borrow products with the specified conditions:

- **GLoan or GLoan Sakto:** When applying, choose 'Travel' as your purpose type.
- **GGives or GCredit:** Make a single transaction of at least PHP 500 at any of the following merchants - online or offline stores, GLife purchases, or when paying bills using GCash Bills Pay.

Once you meet the requirements, a voucher for a free GCash VISA card will be sent directly to your Voucher Pocket in the GCash app!

Who are the participating merchants for this promo?

- 12GO
- 2GO GROUP
- Agoda Company Pte. Ltd. - GGIVES ONLY
- Air Asia
- Air You Go Travels
- Airbnb Payments UK Limited - GGIVES ONLY
- Airpaz
- Autosweep RFID via GCash Pay Bills
- BARNEY BUS
- BIYAHETO
- Booking.com - GGIVES ONLY
- Cebu Pacific Air
- Ceres
- Coda Lines
- Easytrip RFID via GCash Pay Bills
- Fastcat
- FIVE STAR & Bataan Transit
- Genesis
- <https://biyaheroes.com/>
- <https://bustickets.ph/>
- <https://www.iwantseats.com/>
- Klook Travel
- OCEAN JET
- Philippine Airlines
- Partas
- Solid North

- Starlite Ferries
- Sunlight Air
- Supercat
- Trip.com
- Victory Liner

Need more Help?

I used the same Borrow product twice. Why didn't I qualify for the reward?

To be part of the Summer User Loyalty Program, you need to use two **different** GCash Borrow products. Using the same product twice doesn't count.

Examples:

- **Qualified:** Booking a flight with GGives and a hotel with GCredit.
- **Not Qualified:** Booking both a flight and a hotel using GGives.

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46284887730073

Source: <https://help.gcash.com/hc/en-us/articles/46284887730073-Fuse-Summer-Promo-2025>

G-XCHANGE, INC. {#g-xchange,-inc}

G-XCHANGE, INC.

Policy No. 1190602240000167

Period of Insurance From: 15 November 2024 12:00 Noon To: 15 November 2025 12:00 Noon

INSURED G-XCHANGE, INC. MAILING ADDRESS/ 28th Floor. The Globe Tower 32nd St., Cor 7th Avenue, Bonifacio Global City, Fort Bonifacio 1634 Taguig City NCR, Fourth District Philippines

PERIOD OF INSURANCE From 12:00 Noon of 15 November 2024

To 12:00 Noon of 15 November 2025

POLICY NO. 1190602240000167

COVERAGE

ELIGIBILITY

The insured must be between 18 – 65 years old

The insured must have a fully verified GCash account

Filipinos or foreigners (even without permanent residence and just tourists, as long as they are using a Philippine local telco SIM)

The coverage is limited and exclusive to purchasing mobile or broadband load using the insured's personal GCash account Buy

Load feature

The insurance and its coverage cannot be transferred to others

HOSPITAL CONFINEMENT BENEFIT WITH PERSONAL ACCIDENT RIDER

Definition of Benefits:

ACCIDENTAL DEATH

Pays up to the Sum insured in the event of death due to accident. It provides protection to an insured person twenty-four (24) hours a day, on or out of the job within declared period of insurance. The Sum Insured can be up to a maximum of PHP30,000.00 per

Clauses 3 & 4 of the Policy Terms and Conditions.

DISABLEMENT/DISMEMBERMENT

When injury does not result in loss of life of the Insured within declared period of insurance after the accident but results to any of the following losses, the benefits set out in the Table of Compensation below will be paid by the Partner to the Insured. The benefit to be paid shall be up to the maximum amount listed in the Table of Compensation.

FPG Insurance Co.,Inc.

In no event may a Qualified User claim more than the limits set forth for disablement/dismemberment based on the Table of Compensation for Permanent Disablement.

(See table of Disability below)

TABLE OF COMPENSATION

PERMANENT DISABLEMENT

HOSPITAL CONFINEMENT BENEFIT (DUE TO ACCIDENT OR ILLNESS) - Excluding pre-existing

Pays for the daily allowance to the insured as a result of accident or illness hospital confinement up to a maximum of 5 days provided that Pregnancy, Aids, self-inflicted injury or illness, suicide, alcoholism, drug abuse, pre-existing conditions and Communicable Disease are excluded from this program. No benefits shall be payable in respect of any claim arising from any preexisting condition.

Pre-existing illnesses shall include, but are not limited to Bronchial Asthma and Systemic Allergies, Chronic obstructive pulmonary disease (COPD), Diabetes Mellitus, Tuberculosis, Thyroid diseases, Systemic allergies, Dysfunctional uterine bleeding, Chronic EENT conditions that may require surgery, Cardiovascular diseases, Chronic cholecystitis/cholelithiasis, Benign or malignant new growth, Endometriosis, Stroke / paralysis/epilepsy, Hernia, Hemorrhoids and fistula, Gastric or duodenal ulcers, Liver cirrhosis, Kidney diseases, Blood dyscrasias, Immunologic and collagen diseases, Hallus valgus and lithiasis, Urolithiasis and glomerunephritis, Hypertension of whatever etiology.

IT IS HEREBY DECLARED AND AGREED that the following provisions shall form part of this Policy:

1. This Policy covers all insured members (including tourist foreigner with or without permanent residence in the Phils.) who are between 18 to 65 years old (Fully Verified Gcash users only). Coverage of the insured member shall immediately terminate on the Insured's 66th birthday upon expiry of the policy.
2. The insurance duration is determined by the amount of load purchased by the users, providing continuous protection until the policy expires up to three (3) active policies. Policy will take effect on the day and time of the load purchase.
3. In the event of a claim, the maximum sum claimable for accidental death is Php30,000, regardless of having more than three (3) insurance purchases. Other benefits in the policy schedule are restricted to one insurance limit per insured individual, regardless of the number of insurance policies purchased.
4. Motorcycling related injuries or fatality shall not be covered if the insured person was established to have violations at the time of accident as follows :
 - a) Driving an expired or invalid driver's license
 - b) Driving an expired vehicle registration
 - c) Driving under the influence of alcohol or prohibited drugs
 - d) Have been violating traffic laws and regulation
5. Injuries arising out of the Insured engaging in hunting, racing (except foot racing), steeple chasing, polo playing, mountaineering, scuba diving, hand gliding, winter sports, all professional sports like ice hockey, football or rugby, basketball, volleyball or any other contact sports that require to sign a waiver are NOT COVERED under this policy.
6. Enrollment cancellations or deletions are not allowed.
7. Subject to below condition.

BREAK AND REVIEW CLAUSE

It is hereby declared and agreed that in consideration of the agreement to issue Policy No. . It is hereinafter refer to Insurance Programme for a period of 4 months, coverage shall be continuous subject to the premium payable in accordance with the premium warranty.

FPG Insurance Co.,Inc.

Insurers reserve the right to review and amend the Insurance Programme's terms and conditions at each renewal and extension date in the event of the following:

- i) Any adverse material change in insured's operation, activities or exposures.
- ii) Any new or amended Philippine legislation or law that may have a material effect on the exposures and/or coverage that are covered and/or granted under this policy.

- iii) The incurred loss ratio exceeding \$40%\$ at the renewal and extension date.
- iv) Any negative change in (Insurer's name)'s reinsurance capacity that affects (Insurer's name)'s ability to provide capacity.

INCURRED LOSS RATIO: Amount of Loss PAID to Insured (after application of policy deductible) over Premiums paid.

The following Clauses and Endorsements apply to this Policy :

ACCIDENTAL FOOD POISONING ENDORSEMENT

It is hereby declared and agreed that this Policy is extended to cover death, permanent disablement or medical expenses incurred as a result of accidental food poisoning.

ACTS OF NATURE ENDORSEMENT

It is hereby declared and agreed that death, permanent disablement or medical expenses incurred resulting from natural perils are covered under this Policy.

AMATEUR AND SOCIAL SPORTS

In the event of bodily injury resulting to playing or participating in amateur and/or social sports (Excluding Professional Sports) and during recognized competition time or approved training period, the Policy will pay for the benefit stated in the Schedule.

Definition:

Amateur sports are typically organized and governed by sports organizations or governing bodies. These sports may include Olympic sports such as athletics, swimming, and gymnastics, as well as other sports such as tennis, golf, and cycling. Insured may compete individually or as part of a team, and may train and compete at a high level while still maintaining other commitments such as work or school.

Social sports, on the other hand, are generally more relaxed and recreational in nature. These sports are often played for fun and fitness, rather than for competitive reasons, and may be organized by groups of friends or community organizations.

ANIMAL BITES

It is hereby declared and agreed that this Policy is extended to cover death, permanent disablement or medical expenses incurred as a result of limited to cat, dog and snake bites only. Mosquito/insect bites are not covered.

COMMERCIAL FLYING COVERAGE

It is hereby declared and agreed that coverage as respect to flying is limited to loss occurring while the Name Insured is riding solely as a passenger not as an operator or crew member. In boarding or alighting from a certified passenger aircraft provided by a commercial airline, on any regular, scheduled or non-scheduled, special or chartered flight.

DROWNING AND SUFFOCATION

Accidental bodily injury sustained as a result of drowning and suffocation by poisonous fumes , gas or smoke will be covered provided that such injury did not arise out of or in connection with the Insured's own willful or intentional act .

MOTORCYCLE COVERAGE ENDORSEMENT

Pays for an amount specified in the schedule as a financial assistance in the event of death whilst riding/driving a two wheeled motorized vehicle, EXCEPT for professional racing and sports related activities .

TRIKES, RIOTS, CIVIL COMMOTION AND WAR RISK ENDORSEMENT

It is hereby declared and agreed that the indemnity provided by this Policy shall be extended to cover loss or damage due to strike, riot and civil commotion which for the purpose of this endorsement shall mean loss of or damage to the Property Insured directly caused by:

- A. The act of any person taking part together with others in any disturbance of the public peace (whether in connection with a strike or lock-out or not);
- B. The action of any lawfully constituted authority in suppressing or attempting to suppress any such disturbance or in minimizing the consequences of any such disturbance;

C. The willful act of any striker or locked-out worker done in furtherance of a strike or in resistance to a lock-out;

D. The action of any lawfully constituted authority in preventing or attempting to prevent such act or in minimizing the consequences of any such act.

Provided that the Company shall not be liable for loss or damage resulting from total or partial cessation of work or the retarding or interruption or cessation of any process or operation.

Provided further that the Company shall not be liable for loss, damage or liability occasioned directly or indirectly by or through or in consequence of any of the following occurrences namely: i. War, invasion, act of foreign enemy, hostilities or war-like operations (whether war be declared or not, civil war or acts of terrorism;

FPG Insurance Co.,Inc.

ii. Mutiny, civil commotion assuming the proportion of or amounting to a popular uprising, military uprising, insurrection, rebellion, revolution, military or usurped power;

iii. Acts or persons operating on behalf of or in connection with any political organization, martial law or state of seige or any events or causes which determine the proclamation or maintenance of martial law or state of seige;

iv. Permanent or temporary dispossession resulting from confiscation, commandeering or requisition by any lawfully constituted authority or by permanent or temporary dispossession of any building resulting from the unlawful occupation by any person of such building .Provided that the Company is not relieved of any liability to the Insured in respect of physical damage to the Property Insured occurring before dispossession or during temporary dispossession.

In any action, suit or other proceeding where the Company alleges that by reason of the provisions of this condition, any loss or damage is not covered by this Insurance. The burden of proving that such loss or damage is covered shall be upon the Insured.

Subject otherwise to the terms, exceptions, conditions and limitations of the Policy.

The additional premium for this extension has been included in the provisional premium shown in the schedule.

TWENTY-FOUR (24) HOURS ON OR OFF THE JOB COVERAGE

It is hereby declared and agree that the plan provides protection to an insured person twenty -four (24 hours a day, on or out of office throughout one (1) calendar year but not to exceed twelve (12) months.

Exclusions: COMMUNICABLE DISEASE EXCLUSION

1. Notwithstanding any provision to the contrary within the insurance agreement, this insurance agreement excludes any loss, damage, liability, claim, cost or expense of whatsoever nature, directly or indirectly caused by, contributed to by, resulting from, arising out of, or in connection with a Communicable Disease or the fear or threat (whether actual or perceived) of a Communicable Disease regardless of any other cause or event contributing concurrently or in any other sequence thereto.
2. As used herein, a Communicable Disease means any disease which can be transmitted by means of any substance or agent from any organism to another organism where:
 - a. the substance or agent includes, but not limited to, a virus, bacterium, parasite or other organism or any variation thereof, whether deemed living or not, and
 - b. the method of transmission, whether direct or indirect, includes but not limited to, airborne transmission, bodily fluid transmission, transmission from any surface or object, solid, liquid or gas or between organisms, and
 - c. the disease, substance or agent can cause or threaten damage to human health or human welfare or can cause or threaten damage to, deterioration of, loss of value of, marketability of or loss of use of property.

CYBER AND DATA EXCLUSION

1. Notwithstanding any provision to the contrary within this Policy or any endorsement thereto this Policy excludes any:
 - 1.1 Cyber Loss;
 - 1.2 loss, damage, liability, claim, cost, expense of whatsoever nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any loss of use, reduction in functionality, repair, replacement, restoration or reproduction of any Data, including any amount pertaining to the value of such Data; regardless of any other cause or event contributing concurrently or in any other sequence thereto.
2. In the event any portion of this endorsement is found to be invalid or unenforceable, the remainder shall remain in full force and effect.
3. This endorsement supersedes and, if in conflict with any other wording in the Policy or any endorsement thereto having a bearing on Cyber Loss or Data, replaces that wording.

Definitions

4. Cyber Loss means any loss, damage, liability, claim, cost or expense of whatsoever nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any Cyber Act or Cyber Incident including , but not limited

to, any action taken in controlling, preventing, suppressing or remediating any Cyber Act or Cyber Incident .

5. Cyber Act means an unauthorised, malicious or criminal act or series of related unauthorised, malicious or criminal acts, regardless of time and place, or the threat or hoax thereof involving access to, processing of, use of or operation of any Computer System.

6. Cyber Incident means:

6.1 any error or omission or series of related errors or omissions involving access to, processing of, use of or operation of any Computer System; or

6.2 any partial or total unavailability or failure or series of related partial or total unavailability or failures to access,

process, use or operate any Computer System.

7. Computer System means:

7.1 any computer, hardware, software, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet, wearable device), server, cloud or microcontroller including any similar system or any configuration of the aforementioned and including any associated input, output, data storage device, networking equipment or back up facility, owned or operated by the Insured or any other party.

8. Data means information, facts, concepts, code or any other information of any kind that is recorded or transmitted in a form to be used, accessed, processed, transmitted or stored by a Computer System.

LMA5401

11 November 2019

FPG Insurance Co.,Inc.

TERRORISM & SABOTAGE EXCLUSION CLAUSE

Notwithstanding any provision to the contrary within this Insurance or any Endorsement thereto it is agreed that this Insurance excludes loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss.

For the purpose of this Endorsement an act of terrorism means an act, including but not limited to the use of force or violence and /or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organization (s) or government(s), which from its nature or context is done for or in connection with political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

This Endorsement also excluded loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to any act of terrorism. If the Underwriters allege that by reason of this exclusion, any loss, damage, cost or expense is not covered by this Insurance the burden of proving the contrary shall be upon the Assured.

In the event any portion of this Endorsement is found to be invalid or unenforceable the remainder shall remain in full force and effect .

TOTAL ASBESTOS EXCLUSION CLAUSE

This Policy excluded all claims and losses based upon, arising out of, directly or indirectly resulting from or in consequence of, or

any way involving: - Asbestos, or - Any actual or alleged Asbestos related injury or damage involving the use, presence, existence, detection, removal, elimination or avoidance of Asbestos or exposure or potential exposure to Asbestos.

In Witness Whereof, the Company has caused this Policy to be signed by its duly authorized officer in Makati City, Philippines.

Documentary Stamps to the value stated above have been affixed to the policy.

FPG INSURANCE CO., INC.

It is understood that upon the issuance of the policy, no payment for Documentary Stamps will be refunded as a result of the cancellation or endorsement of the policy or a reduction in the premium due to whatever reason.

JANICE B. TUANZON

Authorized Signatory

WHEREAS the Insured described in the Schedule hereto following the profession or occupation stated in the Schedule (hereinafter called "the Insured") being desirous of insuring the Persons described in the said Schedule (hereinafter called "the Insured Persons") in the manner hereinafter mentioned with FPG INSURANCE CO., INC. (hereinafter called "the Company") has made a proposal and signed a declaration dated as stated in the said Schedule which proposal and declaration together with the declarations made by the Insured Persons it is agreed shall be the basis of the contract for the Insurance hereby intended to be made and incorporated herein and only after payment to the Company of the First Premium stated in the said Schedule as a consideration for the said Insurance for the period stated herein.

NOW THIS POLICY OF INSURANCE WITNESSETH that if during the currency thereof that is to say at any time before the expiration of the said period or during any further period for which the Company may agree to renew the Insurance of any of the Insured Person shall sustain bodily injury caused by violent accidental external and visible means which injury shall result in his death or disablement as hereinafter defined or necessitate medical and surgical treatment as hereinafter defined the Company will subject to the terms, provisos and conditions of, and endorsed on this Policy pay to the Insured the sums or sums of money specified in the Table of Compensation in accordance with the Scale of Benefits allocated to the said Insured Person in the Schedule hereto and the receipt of the Insured shall in all respects be an effective discharge to the Company. It is hereby understood and agreed that all provisions of this MASTER POLICY shall be incorporated in the Certificate of Insurance.

BASIS OF INDEMNIFICATION

1. This Policy shall not extend to cover:

(a) Death or disablement occasioned by or happening through: –

(i) War, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, mutiny, military or usurped power, civil commotion, riots, strikes, military or popular rising. (ii) Suicide or attempted suicide or willful exposure to needless peril except in an attempt to save human life, pregnancy or childbirth, the effect or influence (temporary or otherwise) of alcohol or of drugs not prescribed by a qualified medical practitioner, venereal disease or insanity. (iii) Earthquake, volcanic eruption or tidal wave. (iv) Any weapon or instrument employing atomic fission or radioactive force, whether in time of peace or war. (b) Death or disablement occurring whilst any Insured Person is traveling in an aircraft other than one licensed for public passenger service and operated by a regular Airline on a published schedule flight over a regular air route between two definitely established airports and in which the Insured Person is traveling as a ticket holding passenger provided that compensation shall not be payable in respect of death or disablement occurring whilst a number of lives insured are to the Insured's knowledge traveling in the same aircraft at the same time and the aggregate sums in respect of the said lives insured is in excess of the Accumulated Limit stated in the Schedule or its equivalent in any other currency unless otherwise agreed and endorsed hereon. (c) Death or disablement consequent upon the Insured engaging in hunting, racing of all kinds, steeple chasing, polo playing, motorcycling, mountaineering, winter sports, ice hockey, football or yachting or using wood-working machinery driven by mechanical power. (d) Death or disablement caused while the Insured is performing or attempting the performance of an unlawful act.

2. Compensation shall be payable only when the entire amount of the claim shall have been proved to the satisfaction of the Company.

3. It is agreed that this Policy extends to cover death or disablement of a life Insured caused by murder or unprovoked assault or any attempt thereat provided such murder or assault shall not have been occasioned by or shall not have been happened through any of the circumstances specified in Proviso 1(a)(i) above.

TABLE OF COMPENSATION – PART I

BODILY INJURY caused by violent accidental external and visible means which injury sha

RESULT IN

LIMITS OF LIABILITY

Death occurring within twelve calendar months of bodily injury as aforesaid

A.

B. Permanent disablement occurring within twelve calendar months of bodily injury as aforesaid and not followed within twelve calendar months of the said bodily injury by the death of the Insured person: Compensation for such disablement in accordance with the percentages as stated in Part II of this Table of this adjacent basic sum of

C.1. Total disablement temporarily from engaging in or giving attention to profession or occupation: Compensation for such disablement at the rate per week of ...

C.2. Partial disablement temporarily from engaging in or giving attention to profession or occupation: Compensation for such disablement at the rate per week of

OR NECESSITATE

FPG Insurance Co.,Inc.

D. Expenses of Medical and Surgical treatment for such injury: Indemnity for the expenses of such treatment incurred subject to a limit in respect of any one accident of

Compensation under Sections C.1 and C.2 either separately or together shall not be payable in respect of any one Insured Person for a longer period than 104 weeks in respect of any one injury calculated from the date the Insured Person was first examined by a duly qualified Medical Practitioner.

TABLE OF COMPENSATION – PART II

PERMANENT DISABLEMENT

Total permanent loss of the use of a member shall be treated as loss of such member. The loss of the first joint of the thumb or any other finger or of any toe shall be considered as equal to the loss of one-half of the thumb or finger or toe and the benefit shall be one-half of the benefit above specified for the loss of the thumb or finger or toe. The loss of more than one phalange of the thumb or any other finger or of any toe shall be treated as loss of

the entire thumb or finger or toe. Where, however, there is loss of two or more parts of the hand, the percentage payable shall not be more than the loss of the whole hand. Where the injury is not specified the Company will adopt a percentage of disablement which in its opinion is not inconsistent with the provisions of this table.

The aggregate of all percentages payable in respect of any one accident shall not exceed \$100%\$.

This contract shall terminate only in the event of accidental death as provided therein or upon their expiry.

In any policy year, the total benefits payable under this contract in respect of any one accident resulting in loss(es) within 365 days from date of accident(s) shall be the principal sum (e.g. loss of life, loss of both hands and feet, loss of sight of both eyes and either hand or foot, etc.)

In any policy year, the aggregate benefits payable under the Dismemberment/Disability Benefit of this contract in respect of one or more accident(s) resulting in loss(es) within 365 days from the date of accident(s) shall be principal sum, i.e. for subsequent accident resulting in any loss, the amount(s) payable under the Dismemberment/ Disability Benefit shall be the principal sum less the amount(s) paid for previous loss(es). However, the payment of all benefits under the Dismemberment/Disability that equal the principal sum shall terminate such benefits except with respect to death coverage.

In any policy year, the amount of benefit payable for loss of life arising from independent/unrelated accident/event shall always be the principal sum.

Any partial benefit already paid for any loss(es) shall not be carried over in the subsequent policy year, (i.e. the amount of benefits to be paid in the succeeding year shall not be reduced by any amount paid in the preceding policy year).

CONDITIONS

1. Written notice of claim must be given to the Company within thirty (30) days after the date of accident causing the loss covered by this policy or as soon thereafter as is reasonably possible. In the event of death, immediate notice thereof must be given to the Company.
2. All certificates, information and evidence required by the Company shall be furnished at the expense of the Insured and shall be in such form and of such nature as the Company may prescribe. The Insured Person as often as required shall submit to medical examination on behalf of the Company at its own expense in respect of any alleged bodily injury. The Company shall in case of the death of an Insured Person be entitled to have a post mortem examination at its own expense. The Insured Person shall as soon as possible after the occurrence of any injury obtain and follow the advice of a duly qualified medical practitioner and the Company shall not be liable for any consequences arising by reason of the Insured Person's failure to obtain and follow such advice and use such appliances or remedies as maybe prescribed.

3. The Insured shall give notice in writing to the Company of any change in the Insured's address or profession or occupation or of the effecting or other insurances except Coupon against accident disease or sickness and on tendering any premium for the renewal of this Policy shall give notice in writing to the Company of any sickness, disease, physical defect or infirmity with which any of the Insured Person has become affected or of which the Insured or the Insured Person has become aware since the payment of the preceding premium.
4. Written notice of claim must be given to the Company within thirty (30) days after the date of accident causing the loss covered by this policy or as soon thereafter as is reasonably possible. In the event of death, immediate notice thereof must be given to the Company.
5. All certificates, information and evidence required by the Company shall be furnished at the expense of the Insured and shall be in such form and of such nature as the Company may prescribe. The Insured Person as often as required shall submit to medical examination on behalf of the Company at its own expense in respect of any alleged bodily injury. The Company shall in case of the death of an Insured Person be entitled to have a post mortem examination at its own expense. The Insured Person shall as soon as possible after the occurrence of any injury obtain and follow the advice of a duly qualified medical practitioner and the Company shall not be liable for any consequences arising by reason of the Insured Person's failure to obtain and follow such advice and use such appliances or remedies as maybe prescribed.
6. The Insured shall give notice in writing to the Company of any change in the Insured's address or profession or occupation or of the effecting or other insurances except Coupon against accident disease or sickness and on tendering any premium for the renewal of this Policy shall give notice in writing to the Company of any sickness, disease, physical defect or infirmity with which any of the Insured Person has become affected or of which the Insured or the Insured Person has become aware since the payment of the preceding premium.
7. During the course of the employment of the Persons Insured by him the Insured shall take reasonable precautions to prevent accidents and shall comply with all statutory obligations relating to such employment.
8. This Policy may be renewed from term to term, subject to the consent of the Company, by issue of the renewal certificate by the Company and by payment of the premium in advance at the Company's premium rate in force at time of renewal. The Policy shall not be renewable after the end of the period of insurance during which the Insured Person attains the age of 65 years.
9. This Policy together with the endorsements, if any, certificates of insurance and the application constitute the entire contract of insurance. Any rider, clause , warranty or endorsement purporting to be part of the contract of insurance and which is pasted or attached to this Policy is not binding on the Insured, unless the descriptive title or name of the rider, clause, warranty or endorsement is also mentioned and written on the blank spaces provided in the Policy. Unless applied for by the Insured, any rider clause, warranty or endorsement, issued after the original Policy shall be countersigned by the Insured, which countersignature shall be taken as his agreement to the contents of such rider, clause, warranty or endorsement.

10. Written notice of claim given by or on behalf of the Insured or Beneficiary to the Company or to any authorized representative of the Company, with information sufficient to identify the Insured, shall be deemed to be notice to the Company.
11. The Company, upon receipt of the notice, will furnish the claimant such forms as are usually required by the Company for filing proofs of loss. If such forms are not so furnished by the Company within fifteen (15) days after its receipt of such notice, the claimant shall be deemed to have complied with the requirements of this Policy as to proof of loss upon submitting within the time fixed in the Policy for filing proofs of loss written proof covering the occurrence, character and extent of the loss for which claim is made. All certificates, information and evidence, other than the usual claim forms which the Company may reasonably require in support of a claim shall be furnished by the Insured.
12. Completed claim forms and written proof of loss must be furnished the Company within ninety (90) days after the date of such loss. Failure to furnish such proof within the time required shall not invalidate nor reduce any claim if it was not reasonably possible to give proof within such time.

RECEIPT OF PAYMENT CLAUSE

This Policy including any renewal thereof and/or any endorsement thereon is not in force until the premium has been fully paid to and duly received by the Company in the manner provided herein.

Any supplementary agreement seeking to amend this condition prepared by agent, broker or Company official, shall be deemed invalid and no effect.

No payment in respect of any premium shall be deemed to be payment to the Company unless a printed form of receipt for the same signed by an Official or duly appointed Agent of the Company shall have been given to the Insured, except when such printed receipt is not available at the time of payment and the Company or its representative accepts the premium in which case a temporary receipt other than the printed form may be issued in lieu thereof.

CHANGES IN POLICY CLAUSE

None of the provisions, conditions and terms of this Policy shall be waived or altered except by endorsement signed or initialed by an authorized official of the Company and issued whenever applicable in accordance with the provisions of Section 50 of the Insurance Code.

CANCELLATION CLAUSE

This Policy shall not be cancelled by or on behalf of the Company except in accordance with and pursuant to the provisions of Sections 64 and 65 of the Insurance Code. In the event of such cancellation, the Company shall refund the paid premiums less the earned portion thereof to the Insured; likewise, this Policy may be cancelled at the request of the Insured, in which case the Company will retain the corresponding premium based on the short period rate scale.

SHORT PERIOD RATE SCALE

It is hereby agreed that in the event this Policy is surrendered by the Insured for cancellation, the Company shall retain a premium in accordance with the following scale for the time the Policy has been in force: -

RENEWAL CLAUSE

Unless the Company at least forty-five days in advance of the end of the Policy period mails or delivers to the Insured at the address shown in the Policy notice of its intention not to renew the Policy or to condition its renewal upon reduction of the limits or elimination of the coverages the Insured shall be entitled to renew the Policy upon payment of the premium due on the effective date of renewal.

CIVIL CODE ARTICLE 1250 CLAUSE

“In case an extraordinary inflation or deflation of the currency stipulated should supervene the value of the currency at the time of the establishment of the obligation shall be the basis of payment,...” shall not apply in determining the extent of liability under the provisions of this Policy.

NUCLEAR EXCLUSIONS CLAUSE

This Insurance does not cover –

loss or destruction of, or damage to any property whatsoever or any loss or expenses whatsoever resulting or arising therefrom or any consequential loss;

any legal liability of whatsoever nature, directly or indirectly caused by or contributed to, by, or arising from ionizing radiations or contamination by radioactivity from any nuclear fuel, or from any nuclear waste from the combustion of nuclear fuel. For the purposes of this exclusion only, combustion shall include any self-sustaining process of nuclear fission.

The indemnity provided by this Policy shall not apply to nor include any loss, destruction, damage, or legal liability, directly or indirectly caused by, or contributed to, by, or arising from nuclear weapons material.

ARBITRATION CLAUSE

All differences as to the amount of any loss or damage covered by this Policy shall be referred to the decision of an arbitrator, to be appointed by the parties in difference or, if they cannot agree upon a single arbitrator, to the decision of two arbitrators, one to be appointed in writing by each of the parties within thirty (30) days after having been required in writing so to do by either of the parties or, in case of disagreement between the arbitrators, to the decision of an umpire to be appointed in writing by the arbitrators, before entering on the reference and an award by the arbitrator or arbitrators or umpire shall be a condition precedent to any right of action against the Company only in cases of differences as to the amount of liability arising out of this Policy.

ACTION OR SUIT CLAUSE

If a claim be made and rejected and an action or suit be not commenced either in the Insurance Commission or any court of competent jurisdiction within twelve (12) months from receipt of notice of such rejection, or in case of arbitration taking place as provided herein, within twelve (12) months after due notice of the award made by the arbitrator or arbitrators or umpire, then the claim shall be for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.

SETTLEMENT OF CLAIM CLAUSE

The amount of any loss or damage for which the Company may liable, under this Policy, shall be paid within thirty (30) days after proof of loss is received by the Company and ascertainment of the loss or damage is made either by agreement between the Insured and the Company or by arbitration; but if such ascertainment is not had or made within sixty (60) days after such receipt by the Company of the proof of loss, then the loss or damage shall be paid within ninety (90) days after such receipt. Refusal or failure to pay the loss or damage within the time prescribed herein will entitle the Insured to collect interest on the proceeds of the Policy for the duration of

Source: https://help.gcash.com/hc/en-us/article_attachments/46604367089689

GCash Advisories {#gcash-advisories}

Path: sections/22717320336281

ADVISORY:

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

[GCash Pro Platform Termination](#)

[Advisory on Automated Fuel Dispenser \(Self-Service Gas Pumps\) Payments using GCash Cards](#)

[Advisory for iPhone Users affected Express Send Feature Issue](#)

[GCash Pera Outlet \(GPO\) Plus Advisory](#)

[Advisory on Revenue Regulation 16-2023](#)

[Advisory for using GCash on iPhone with iOS 13 and Below](#)

[Shift of SMS messages to GCash App Inbox](#)

[GCash Updated Terms and Conditions](#)

Source: <https://help.gcash.com/hc/en-us/sections/22717320336281>

GCash Advisories {#gcash-advisories}

Path: sections/22717320336281-GCash-Advisories

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Source: <https://help.gcash.com/hc/en-us/sections/22717320336281-GCash-Advisories>

GCash Borrow Load {#gcash-borrow-load}

Path: articles/8934604455065-GCash-Borrow-Load

ADVISORY:

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

Articles in this section

- [What are the GCash Borrow Load fees I need to know about?](#)
- [I have a concern with GCash Borrow Load. What do I do?](#)
- [How can I repay my GCash Borrow Load?](#)
- [What are the GCash Borrow Load promos available?](#)
- [Can I borrow load on GCash?](#)
- [I canceled my Borrow Load transaction but it still pushed through. What do I do?](#)
- [GCash Borrow Load](#)

Promoted articles

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

GCash Borrow Load lets you instantly get prepaid load promos for mobile or broadband, even if you have zero balance. You'll just need to **pay it back within 14 days**, with a **small processing fee**.

Borrow Load is only **available to selected GCash users**. GCash will notify you via SMS if you qualify.

Jump to:

- [Eligibility for Borrow Load](#)
- [Activate Borrow Load](#)
- [Borrow Load Products](#)
- [How to Use Borrow Load](#)
- [How to Repay Borrow Load](#)
- [Get Help with Borrow Load](#)

Eligibility for Borrow Load

To be eligible for Borrow Load, you must meet the following requirements:

- 21 to 65 years old
- You must be a Filipino citizen

- You must be a Fully Verified GCash user
- You must have a good credit record and did not commit any fraudulent transactions
 - Your eligibility is subject to credit risk rules and policies
- You must not have an active *Borrow Load* promo.
 - If you have an existing *Borrow Load* promo, you need to settle it first before you can avail of another one.

How to Activate Borrow Load

To learn how to activate your Borrow Load, check out the steps below:

1. On your GCash app, tap **Load > Borrow Load**
2. Select **Activate**
3. Review your personal details and agree to the Terms and Conditions. Tap **Start Borrowing**

You'll be led to a page that confirms the successful activation of your Borrow Load.

Borrow Load Products

Here are some of the promos available for Borrow Load:

GLOBE & TM

GO UNLI50

- 3-day validity
- 500 MB data for all sites + UNLI calls and texts to all networks

EASYSURF50 FUNALIW

- 3-day validity
- 2 GB data + 6 GB of Facebook, YouTube, Mobile Legends, TikTok, & more (2GB/day) + UNLI texts to all networks

GOEXTRA99

- 7-day validity
- 8 GB data for all sites + UNLI texts and calls to all networks

GO+99

- 7-day validity
- 8 GB 5G open access data or 8 GB choice of apps

DITO

DATA 50

- 7-day validity
- 5 GB all-access high-speed data

LEVEL-UP SOCIALS 50

- 3-day validity
- 7 GB: 3.5 GB of Facebook, Messenger, Instagram, WhatsApp & Threads + 3.5 all-access Data

DITO LEVEL-UP 99

- 30-day validity
- 7 GB all-access data + Unlimited All Net SMS + Unlimited DITO-to-DITO voice calls + 300 mins of calls to other mobile networks

SMART

ALL DATA 50

- 3- day validity
- 2 GB Shareable Data for all sites

NEW POWER ALL 99

- 7-day validity
- 8 GB Shareable Data for all sites & apps + UNLI TikTok every day + UNLI Allnet texts for 7 days

ALL DATA 99

- 7-day validity
- 6 GB Shareable Data for all sites

Note: The **repayment deadline of Borrow Load is 14 days** after you use the Borrow Load promo.

How to use Borrow Load

Note:

A PHP 10.00 processing fee applies each time you borrow load, plus any load convenience fees.

To learn how to activate your Borrow Load, check out the steps below:

1. On your GCash app, tap **Load > Borrow Load**
2. Select the load you want to borrow
3. Fill in all the details and tap **Next**
4. Pick a promo and tap **Borrow Load**

Make sure the “Borrow” option is selected. Agree to the Terms and Conditions. Select **Confirm**

How to repay Borrow Load

Note:

For late payments, a penalty fee of **2.5% of the outstanding principal balance** will be charged 1 day after the due date, 31 days after the due date, and 61 days after the due date.

Follow the steps below to repay your Borrow Load promo:

1. On your GCash app, tap **Load > Borrow Load**
2. Tap Pay
3. Enter the amount you wish to pay and tap **Next**
4. Review the payment details and tap **Pay**

If you still have unpaid dues, GCash will automatically deduct them from your wallet on the due date until the total amount is fully settled. After each auto-deduction, you'll receive an SMS notification.

To avoid delays, we recommend paying your GLoan dues directly through the Borrow Load page.

Your payment will be reflected within **24 hours** after making the transaction. If after 24 hours the payment is still not reflected, [click here to ask for help](#).

Get Help with Borrow Load

Unable to borrow load

It may be because you have an existing borrow load promo. You can't avail of more than one borrow load promo at a time.

If you can't borrow load due to an error message, please [click here to ask for help](#).

Borrow load was not successful

If you have received an error message that the load you borrowed was not successful, this may be because you still have an **active service that can't co-exist with the Borrow Load service** that you're trying to register to.

Load product is unavailable

Customers may also see **different terms** depending on their GCash tenure and usage. This may change as we continuously develop the Borrow Load service.

Did not receive load

If you made a purchase but did not receive the load, please check the following:

- Review if the transaction is reflected in your [Transaction History](#)
- Check if you inputted the correct mobile number
- If you still need help, [click here to ask for help](#)

Received incorrect load credit

If you received an incorrect load credit than the amount you purchased, please [click here to ask for help.](#)

Charged more than once for a purchase

If you avail more than once, then you will also be charged more than once with the relevant Borrow Load price and processing fee based on the number of times you avail.

If you have been charged more than once, then you may have availed of a borrow load offer multiple times.

If you think you have been wrongfully charged, [click here to ask for help.](#)

Learn about how you can [settle your dues for Borrow Load here.](#)

[Previous](#)

I canceled my Borrow Load transaction but it still pushed through. What do I do?

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- [What are the GCash Borrow Load fees I need to know about?](#)
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8934604455065

Source: <https://help.gcash.com/hc/en-us/articles/8934604455065-GCash-Borrow-Load>

GCash Card Fast FAQS {#gcash-card-fast-faqs}

Path: articles/21907534783769-GCash-Card-Fast-FAQS

ADVISORY:

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

Articles in this section

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

Promoted articles

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

Got questions about the new GCash Card? Check out the fast FAQS below:

Who can apply for a GCash Card?

Only [Fully Verified GCash](#) and [GCash Jr.](#) account owners are allowed to avail and order a GCash Card.

What will happen to my old GCash Mastercard?

You may continue to enjoy the benefits of your current GCash Mastercard until its expiry date.

I have a pending GCash Mastercard order. Can I cancel?

Card orders for the GCash Mastercard were turned off several months ago. All orders of GCash Mastercard have already been processed.

Where can I get the new GCash Card?

You may only order the new GCash Card in the app. To learn more, please visit [Order a GCash Card.](#)

Why can't I click the Order a Card button?

You may only order 1 GCash card per account.

Will my name be printed on the GCash Card?

Yes, your name will be on the GCash Card to maintain exclusivity and uniqueness to its owner in case of identity checks.

Does the GCash Card have an expiry date?

Yes, the expiry date of the GCash Card can be seen on the back of the card.

Is my GCash Card capable of PayWave?

[PayWave](#) using the GCash Card is dependent on the merchant partner.

Is my GCash Card linked to my GGives or GCredit?

No, the GCash Card is linked to your wallet balance only and serves only as a prepaid debit card.

Can I purchase items using my GCash Card if I do not have enough funds in my wallet balance?

To make purchases or withdraw money using the GCash card, please have sufficient funds in your linked GCash wallet, as the card functions as a prepaid debit card.

Do I need to enter a PIN when using my GCash Card for POS (Point of Sale) transactions?

Note: The 6-digit PIN differs from the 4-digit GCash MPIN you use to log in to your GCash account.

Depending on the merchant, you may be asked to enter your 6-digit card PIN to complete your transaction using your GCash card.

Do I need to enter a PIN when withdrawing using my GCash Card?

Note: Your available balance may appear as PHP 0.00 on the printed receipt. Please refer to your linked GCash app to check your wallet balance.

Like the usual debit card, you will be required to enter your 6-digit PIN for ATM withdrawals.

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

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

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

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How do I withdraw cash using my GCash VISA/Mastercard Card?

[Next](#)

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

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GCash Card Protect {#gcash-card-protect}

Path: articles/22690937303833-GCash-Card-Protect

ADVISORY:

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Articles in this section

- [Etiqa Full Phone Protection](#)
- [Etiqa Phone Screen Protection](#)
- [Express Send Scam Insurance](#)
- [GCash Card Protect](#)
- [GInsure Online Shopping Protect Insurance](#)
- [PGA Sompo Online Shopping Insurance](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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GCash Card Protect is an insurance product covering the physical card for GCash Visa Cards purchased via the GCash app.

GCash Card Protect is **free for the first 30 days after you link or activate your card**. To keep your GCash VISA card protected after that, you can renew the coverage through the GCash app in the GInsure Marketplace.

GCash Card Protect **cannot be transferred or refunded**. If your GCash VISA card is lost and reported, the protection ends and cannot be transferred to a new card.

Jump to:

- [Coverage](#)
- [Eligibility](#)
- [Enroll Card Protect](#)
- [Renew Card Protect](#)
- [Claims and Cancellation](#)
- [Contact BPI-MS](#)

Coverage of Card Protect

Note: GCash and GCash Jr. account holders who purchase and activate their GCash VISA Cards are entitled to **one (1) month FREE Card Protect coverage**.

GCash Card Protect provides GCash and GCash, Jr. account holders who purchase and activate their GCash VISA Card **protection from Unauthorized Transactions**.

In case of this incident, the customer is reimbursed **PHP 10,000 per occurrence or incident**, and up to **PHP 20,000 aggregate limit** if their GCash Card is used by unauthorized third parties, including fraudulent/unauthorized pay-to-tap transactions and

excluding transactions that did not require MPIN or OTP.

With GCash Card Protect, an additional layer of protection is provided to users which includes **coverage for lost cards** of PHP 185 for card replacement and up to PHP 225 for **card replacement delivery fee**.

Examples:

Cyber Incident No.	Date of Loss	Result of Investigation	Unauthorized Transaction Amount	W/in occurrence limit	W/in aggregate limit	Claim amount paid to customer
1	Jan 1	Valid – card was stolen and used for pay-to-tap	5,000	Yes	Yes	5,000
2	Jan 15	Valid – card was used by someone else and OTP went through	12,000	No	Yes	10,000
3	Jan 20	Valid – card was used in online shopping	7,000	Yes	No	total claims now at 24,000
			5,000			
			24,000			
			Total Amount of Unauthorized Transactions			
			(Aggregate Limit)			
			20,000			

Exclusion from Coverage

- **Abnormal Conditions/ State of Emergency / Mass Cyber-Attack**
- **Business Activities** - any loss based upon, arising from or as a consequence of any activities carried out by the Insured for trade, business or professional purposes, including any loss connected to an account with a financial institution that is used for trade, business or professional purposes.
- **Confidence Scams** - any loss based upon, arising from or as consequence of a confidence trick involving feigned intentions towards the Insured, such as romantic intentions, investments, contracts, loans and the like, gaining the Insured's confidence or affections, and then using that goodwill to commit fraud.
- **Currency** - any loss involving unregulated digital currency of any kind, unregulated virtual currency of any kind or unregulated cryptocurrency of any kind.
- **Dishonest Acts**
- **Indirect or Consequential Loss**
- **Infrastructure Failure**- any loss based upon, arising from or as consequence of any outage in or disruption of electrical power or telecommunications services operated by a third-party service provider.
- **Lost or Stolen Plastic Cards unless specifically covered**
- **Nuclear Risks**
- Prior Matters - any loss based upon, arising from or as a consequence of any fact, circumstance, act, threat or event which the Insured was aware of prior to the inception date of this policy.
- **Property Damage**
- **Terrorism**
- **Voluntary Disclosure** - any loss based upon, arising from or as a consequence of voluntary disclosure by the Insured of any code or other security information to someone who subsequently commits or colludes with the Insured in an identity theft, cyber event, non-delivery, accidental damage or theft.
- **War, Invasion and Civil Commotion**
- **Wear and Tear**
- **Police Report** - any loss based upon, arising out of or a consequence of non-reporting of the identity theft, cyber event, or theft to the police and/or the Insured do not have a police reference number.
- **Corporate Cyber Liability Exclusion**- any losses related to corporate cyber liability or arising from a commercial cyber-attack and any losses where a legal corporate entity of any sort is the subject of a cyber-attack. Legal corporate entities here are in

reference to but not limited to NGOs or any registered or unregistered business entity.

- **Infectious / Communicable Disease Exclusion**

Eligibility

Note: You cannot purchase Card Protect on behalf of someone else. The Insured will be the GCash account owner who purchased the physical GCash VISA Card via the GCash App

You can avail of GCash Card Protect if you are:

- A Fully Verified GCash user
- An account holder with a linked GCash card to your GCash registered mobile number

Enroll Card Protect

Note: As each customer is allowed to have a maximum of three (3) GCash VISA Cards, the same customer is also entitled to a maximum of three (3) **Gcash Card Protect policies**, one (1) Card Protect per GCash VISA Card.

A customer who activates a GCash VISA Card will automatically be entitled to a non-cancellable one **(1) month FREE GCash Card Protect**.

A Confirmation of Insurance Cover (CoC) will be sent to your GCash registered/verified email address **within 7 business days**.

You can renew your GCash Card Protect Plan via GInsure [here!](#)

Renew Card Protect

You can renew your GCash Card Protect through the GCash App by following these steps:

1. Log in to your GCash account.
2. Select **GInsure > Lifestyle**
3. Tap **Card Protect Renewal**
4. Select **Buy Now or Activate**

You can renew your coverage monthly, semi-annually, or annually and enable auto-renewal for continuous protection. You will receive your Confirmation of Insurance Cover via your verified email within seven (7) business days of renewal.

Claims and Cancellation

File a Claim for Card Protect

To report cyber incidents, unauthorized card transactions, accidental loss, or damage to your GCash card, please submit a ticket via the GCash Help Center.

To file a claim for Card Protect prepare the following documents:

||| --- | --- || **For Card Replacement/Delivery Cost | For Unauthorized Charges** || 1.

Claim Form

2. Valid ID of the subscriber
3. Proof of request for card replacement
4. GCash Ticket No. | 1. Claim Form
2. Police Report
3. Valid ID of the subscriber
4. Proof of loss of funds due to fraud committed (e.g. Electronic communication received, bank certification of fraudulent transfer, card statement with the fraudulent charges, etc)
5. GCash Ticket No. |

For further assistance, you may additionally contact BPI MS Personal Cyber Customer Hotline at 8840-9444 or visit <https://bpims.mycybercentre.com/en/> for more information.

Please have your GCash Ticket Number ready. For any claim concerns or cyber event, call Cyber Scout at 8840 9444.

In the event of unauthorized card transactions, accidental loss, or damage to your GCash card, kindly file a support ticket through the GCash Help Center or reach out to 2882.

Cancel your Card Protect

Cancellation of this policy by the user is not entitled to any refund. GCash and BPI MS reserves the right to cancel your coverage by giving you at least seven (7) days prior notice in writing to the address on file, and in accordance with the law. The reasons for cancellation and schedule for the return of premiums are provided in the CoC and/or the policy terms and conditions.

Contact BPI-MS

If you have additional questions, you may contact Bank of the Philippine Islands-MS (BPI-MS) via BPIMS_Non-Motor_Claims@bpi.com.ph

To learn more about GCash Card Protect, view their [Terms & Conditions](#).

- [Card Protect Terms and Conditions.pdf](#) 200 KB [Download](#)

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GInsure Online Shopping Protect Insurance

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Source: <https://help.gcash.com/hc/en-us/articles/22690937303833-GCash-Card-Protect>

GCash Cards Dota 2 Experience 2025 Raffle {#gcash-cards-dota-2-experience-2025-raffle}

Path: articles/46898541708057-GCash-Cards-Dota-2-Experience-2025-Raffle

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- [Fuse Summer Promo 2025](#)
- [Sulong Kaagapay UNAHCO Cashback Promo](#)
- [GCrypto Rebate Promo](#)
- [CIMB PH – Earn More Promo](#)
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- [HODL and Win USDC Promo](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Enter the GCash Cards Dota 2 Experience 2025 Raffle by using your GCash Visa Card. Earn entries by ordering and linking your GCash Card, or making payments in stores, online, or abroad.

Prizes include:

- An exclusive gaming house experience
- A trip to Riyadh for the Esports World Cup
- Steam codes
- GCash x Talon merchandise

Note: Winners of the ESports World Cup Experience and their companions must have a valid passport until at least **March 30, 2026**. If the winner doesn't have a passport, a reserve winner will be selected instead.

Who can Join?

To join, you must have a Fully Verified GCash account.

When is the Promo Period?

April 15 to June 15, 2025.

How to join the promo?

To join the raffle, go to the **GCash app > Cards**, and tap the promo to opt-in the promo.

To earn raffle entries:

- Order and link your GCash Card,
- Make payments in stores, online or abroad with your GCash Card

When are the raffle dates for the promo?

May 15, 2025, 11:00am

May 30, 2025, 11:00am

June 18, 2025, 11:00am

When will I receive the prize if I won in the raffle?

After every raffle date, the winners will be notified 5 days after via SMS, email, and post mail.

Need more Help?

I did not receive a raffle entry after my GCash Card transaction. What should I do?

If you didn't get a raffle entry after using your GCash Card, check these first:

- Was your transaction between April 15 and June 15, 2025?

- Did you opt into the raffle? (Look for a prompt in the **Cards** section.)
- Was your card linked before the transaction?
- Was the transaction refunded or found invalid? Refunded or fraudulent transactions do not count.
- Wait one day. Your raffle entry should show up the day after your transaction.
- Check your app notifications for updates.

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Fuse Summer Promo 2025

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- [Load Voucher Promo for Verification](#)
- [Where can I check GCash Promos?](#)
- [View and use vouchers via Voucher Pocket](#)
- [I don't want to receive SMS of GCash offers and promos](#)

46898541708057

Source: <https://help.gcash.com/hc/en-us/articles/46898541708057-GCash-Cards-Dota-2-Experience-2025-Raffle>

GCash Digicities {#gcash-digicities}

Path: articles/36611209268761-GCash-Digicities

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- [Paano makahanap ng Authorized GCash Pera Outlet](#)

- [Dagdag pondo sa GCash Pera Outlet Wallet gamit ang GCash wallet o GGives](#)
- [Paano gamitin ang mga services ng GCash Pera Outlet](#)
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Digicities is a GCash program that works with local government units in 27 major cities to make digital payments more accessible.

Digicities aims to:

1. **Help Local Governments:** Provide easy-to-use digital tools to make government services more efficient.
2. **Support Businesses:** Make it easier for businesses to accept payments and reach more customers.
3. **Teach Digital Skills:** Help people learn the skills they need to succeed in a digital world

For further information, visit the [official Digicities website](#).

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GCash Features for Basic vs Fully Verified Accounts

{#gcash-features-for-basic-vs-fully-verified-accounts}

Path: articles/19576345096217-GCash-Features-for-Basic-vs-Fully-Verified-Accounts

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- [My GCash payment or transaction was unsuccessful but my wallet was deducted. How do I get a refund?](#)
- [Differences between Send Money, Bank Transfer, Cash In, Cash Out](#)
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- [GCash Features for Basic vs Fully Verified Accounts](#)
- [Get Started with GCash](#)
- [Reach your Money Goals](#)
- [Protect Your GCash Account](#)

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

Discover the features you can access with a Basic Profile and Fully Verified GCash accounts. Here's a quick summary of the difference:

|||| --- | --- || **Basic** | **Fully Verified** || Pay Bills

- Buy Load
- Cash In | Features of Basic Profile, plus:
 - Send Money
 - Bank Transfer
 - Pay QR
 - Pay Online
 - GCash Card
 - Borrow
 - GSave
 - GInvest |

Basic Profile

With a Basic profile, you can:

Pay Bills Easily settle your bills, utilities, government fees, etc through GCash.

Buy Load

Purchase telco, non-telco, and broadband load directly through the app.

Cash In

Top up your GCash Wallet through linked accounts, bank transfers, and partner outlets

Fully Verified Profile

With a Fully Verified account, you have an **increased Wallet and Transaction Limit** and can enjoy more features like:

Send Money

Send money to other GCash Wallets quickly and securely

Bank Transfer

Easily transfer money from your GCash wallet to any local or digital bank account

Pay QR

Make quick, contactless payments by scanning a merchant's QR code directly

Pay Online

Complete transactions with merchants and apps online using your GCash account

Borrow

GCash provides three lending solutions to meet your financial needs:

1. **GCredit**: A personal credit line for purchases and payments within the app.
2. **GLoan**: A cash loan disbursed to your GCash wallet with flexible repayment.
3. **GGives**: A buy-now-pay-later feature for purchases with payments spread over time.

GInvest

Save and grow your money effortlessly with the GCash app by exploring:

GSave: Choose from 4 partner banks and open a savings account with high interest and easy access all within the GCash app

GCrypto: Buy, sell, and hold popular cryptocurrencies directly.

GStocks: Invest in Philippine stocks powered by AB Capital Inc.

GFunds: Invest in mutual funds managed by ATRAM and BPI.

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GCash Help Center {#gcash-help-center}

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GCash Help Center

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Products & Services

[Your Account Send](#)

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\ \ Getting Started with GCash\ \ New to GCash? Check out this beginner's guide!

\ \ GCash Features for Basic vs Fully Verified Accounts\ \ Check out the features of Basic and Fully Verified GCash accounts.

\ \ Protect your GCash Account\ \ Secure your account with GCash's safety features and tips.

\ \ Manage your GCash Account\ \ Learn how to manage your account info, access, and history.

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Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713

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Videos

Tips para maging GCash-verified!

How to be GCash Verified

How to be GCash Jr. Verified

#GSafeTayo: How to Avoid Phishing Scams

#GSafeTayo presents "DOUBLESAFE"

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

GCash Overseas {#gcash-overseas}

Path: categories/28749077487769

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- [Get Fully Verified with GCash Overseas](#)
- [How to use GCash Overseas](#)

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Cash In via Linked International Partners

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- [How do I cash in to GCash using Payoneer?](#)
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GCash Overseas Available Countries and Services {#gcash-overseas-available-countries-and-services}

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Use GCash Overseas if you're a [Fully Verified](#) user. Send money, pay bills, and more with a **PHP 100k daily outgoing limit** and **no monthly outgoing limit**.

Services available to GCash Overseas users

- [Send Money](#)
- [PH Bank Transfer via Instapay Send](#)
- [Load](#)
- [Pay Bills](#)
- [Cash in via Payoneer](#)
- [Cash in via International Remittance Partners](#)
- [GSave Overseas](#)

Select a continent to check where GCash Overseas is available. Pumili ng kontinente para i-check kung saan available ang GCash Overseas

Africa

- Algeria
- Angola
- Benin
- Botswana
- Burundi
- Cabo Verde
- Côte d'Ivoire
- Djibouti
- Egypt
- Equatorial Guinea
- Eritrea
- Gambia
- Ghana
- Lesotho
- Liberia
- Madagascar

- Malawi
- Morocco
- Niger
- Rwanda
- Senegal
- Seychelles
- Tunisia
- Uganda
- Zambia
- Zimbabwe

Asia

- Bangladesh
- Bhutan
- Brunei Darussalam
- Cambodia
- China
- Georgia
- India
- Indonesia
- Israel
- Japan
- Jordan
- Kazakhstan
- Kuwait
- Lao PDR
- Lebanon
- Macau
- Malaysia
- Maldives

- Mongolia
- Nepal
- Oman
- Pakistan
- Qatar
- Saudi Arabia
- Singapore
- South Korea
- Sri Lanka
- Taiwan
- Tajikistan
- Thailand
- Turkmenistan
- United Arab Emirates
- Uzbekistan

Europe

- Albania
- Andorra
- Austria
- Belarus
- Belgium
- Bosnia and Herzegovina
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Faroe Islands
- Finland
- France

- Germany
- Greece
- Hungary
- Iceland
- Ireland
- Isle of Man
- Italy
- Latvia
- Lithuania
- Luxembourg
- Macedonia, Republic of
- Malta
- Montenegro
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Serbia
- Slovenia
- Spain
- Sweden
- Switzerland
- United Kingdom

North America

- American Samoa (*U.S. territory in Oceania, but often grouped with U.S.*)
- Aruba
- Bahamas
- Barbados

- Belize
- Bermuda
- Canada
- Cayman Islands
- Costa Rica
- Cuba
- Dominican Republic
- Greenland
- Guatemala
- Honduras
- Jamaica
- Nicaragua
- Panama
- Puerto Rico
- Trinidad and Tobago
- Turks and Caicos Islands
- United States of America
- British Virgin Islands

South America

- Argentina
- Bolivia
- Brazil
- Chile
- Colombia
- Ecuador
- Guyana
- Paraguay (*Not listed but notable omission*)
- Peru
- Uruguay

- Venezuela (*Not listed but notable omission*)

Oceania

- Australia
- Cook Islands
- Fiji
- Guam
- Kiribati
- Marshall Islands
- Nauru
- New Caledonia
- New Zealand
- Palau
- Papua New Guinea
- Samoa
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- Tonga

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GCash Pera Outlet Commissions and Fees {#gcash-pera-outlet-commissions-and-fees}

Path: articles/45731364203801-GCash-Pera-Outlet-Commissions-and-Fees

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Commissions

Bilang isang GCash Pera Outlet retailer, ikaw ay makakatanggap ng commission para sa pag-provide ng GCash services sa iyong customers:

|||| --- | --- || **Transaction Type | Commission** || Pa-Cash In | 1% || Pa-Cash Out | 2% ||
Bills Pay | Average of Php 3. Earnings vary per biller. |

Tingnan ang sample computation:

||||| --- | --- | --- | --- || **Transaction Type | Transaction Amount | Customer Fees | Total Amount Paid/ Deducted | GPO Commission** || Pa-Cash In | Php 1,000 |
Php 10 | Php 1,010 | Php 10 || Pa-Cash Out | Php 1,000 | Php 20 | Php 1,020 | Php 20 ||
Bills Pay | Bill Amount: Php 1,000 | Biller Fee: Php 10 | Php 1,010 | Php 3 |

Fees

Bahagi ng mga services na natatanggap bilang isang GPO ang Fund-in. Tingnan ang table para sa updated fees:

|||| --- | --- || **Fund-in Method | Charges to GPO** || via Dagdag Pondo | 0% (FREE) ||
via Distributor | Up to 0.5% |

Sample Computation:

		Fund-in Method	Fund-in Amount	Service Fee	Total
Amount to be Paid		via Dagdag Pondo (mula sa GCash wallet)	Php 1,000	Php 0	Php 1,000
		via Distributor	Php 1,000	Php 5	Php 1,005

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45731364203801

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GCash Pera Outlet GPO Plus Advisory {#gcash-pera-outlet-gpo-plus-advisory}

Path: articles/37831595333017-GCash-Pera-Outlet-GPO-Plus-Advisory

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Ang bagong **GCash Pera Outlet (GPO) Plus** mobile app ay may mga bagong features at updates sa iyong experience bilang GPO partner.

Basahin ang sumusunod para malaman ang mga features ng bagong app

Ano ang mga benefits ng bagong GPO mobile app?

- Mas maraming fund-in options
- Additional billers
- All load partners now available
- Mas mabilis na approval (2-3 days)
- Assisted onboarding ng agent para siguradong tamang documents ang maipasa.
- 14 day trial period

Tungkol sa bagong GPO

Ano ang mga features ng bagong app?

Available Features:

- Pa-Cash In
- Pa-Cash Out
- Send Load
- Pay Bills

Coming Soon:

- Gumawa ng QR
- Dagdag Pondo

Ano'ng Bago?

- **Updated Dashboard:** Mas madali ang navigation.
- **Total Earnings Target Tracker:** Pwede ka nang mag-set at mag-track ng target earnings kada buwan.
- **Additional Fund-In Partners:**
 - DSP Agent / Distributor Fund-In
 - **Mga Bagong Partners:**
 - 711
 - ECPAY (Listahan ng Accredited ECPay Merchant Partners)
 - Online Banking (Listahan ng Bank Partners)
- **Wallet History:** Buong record ng iyong wallet transactions.
- **Additional Billers:** Over 500+ biller partners na pagpipilian.

- **Additional Load Partners:** Maari na mag offer ng load to ALL networks
- **My Suki:** Maaring i-save ang details ng iyong Suki para maiwasan ang pagpapadala ng transactions sa maling recipient.
- **My Kita:** Mabilis na ma-monitor ang iyong kita.

Paano ko ipopondohan ang bagong GPO wallet?

- Ang iyong bagong GPO account ay magsisimula sa **zero balance**.
- Pumili mula sa existing fund-in methods o kontakin ang iyong **Distributor. Dagdag Pondo** ay kasama dito

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GCash Pera Outlet Terms and Conditions {#gcash-pera-outlet-terms-and-conditions}

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By applying to be a GCash Pera Outlet (GPO), you accept and agree to be legally bound by the following terms and conditions (T&Cs):

These Terms and Conditions (T&Cs) shall be effective, valid and binding from the time you agreed to it, and will exist up to the time that it is terminated by you or us, save for those provisions that will remain effective after termination as stated in these T&Cs, laws or regulations. GCash reserves the right to modify these T&Cs at any time without any advance notice. Any changes to these T&Cs will be effective immediately upon posting on this page, with an updated effective date. By accessing or using the GCash Service after any changes have been made, you signify your agreement on a prospective basis to the modified T&Cs and all the changes. Be sure to turn to this page periodically to ensure familiarity with most current versions of the T&Cs.

Please also read the [Privacy Notice](#) of GCash before using any or a portion of the GCash Service. The Privacy Notice describes the purpose and manner of collection, processing, and sharing of your personal data when using the GCash Service. If you do not understand or do not wish to be bound by these T&Cs and the Privacy Notice you cannot access or use any portion of the GCash Service. Further, you acknowledge that you have fully understood and agree to be governed by the rules and regulations of the GCash Service you are availing yourself of.

Under these T&Cs, the terms "GCash" "we", "us", and "our" refer to G-Xchange Inc. together with its employees, directors, affiliates, successor and assigns. GCash is duly registered with and licensed by the Bangko Sentral ng Pilipinas (BSP).

1. BASIC TERMS

2. By accepting these T&Cs, you represent that you are at least 18 years old, and that you are registering for GCash Pera Outlet account
3. As a registered business entity, you represent that you are duly authorized to do business and your employees, officers, representatives and other agents accessing or using the GCash Service are duly authorized to access and use the GCash Service and to legally bind you to these T&Cs and all transactions conducted under your mobile number and Mobile Personal Identification Number (MPIN).
4. Once approved as a GPO, you warrant that you shall adhere, at all times, to all applicable laws and regulations, including laws and regulations enforced by the Bangko Sentral ng Pilipinas and the Anti-Money Laundering Council, among others.

5. DEFINITION OF TERMS

6. **GCash Service** - The term refers to the range of financial and non-financial services provided by GCash, including but not limited to mobile wallet functionalities, fund transfers, bill payments, purchasing of goods and services, and access to promotional offers. These services are accessible via the GCash mobile application and its associated platforms such as the GPO app.
7. **GPOs** - The term refers to the general trade customers, such as sari-sari store owners, targeted by the platform, which enables them to offer digital services through the GPO app.
8. **GPO App and/or GPO Platform** - The term refers to the mobile application specifically designed for GCash Pera Outlet (GPO) transactions and interactions. It includes all features, functionalities, and interfaces provided to users for managing their GPO transactions, and accessing GPO services.
9. **GPO Services** - The term encompasses all financial and transactional services provided through the GPO App. This includes services such as cash-in and cash-out transactions, bill payments, buy load, and any other financial services offered through the GPO App to facilitate customers' needs.
10. **GPO Wallet** - The term "GPO Wallet" refers to the virtual wallet feature within the GPO App that holds the user's funds, allowing them to perform various financial transactions. This digital wallet can be used for cashing in, cashing out, making payments, and other financial operations as provided by the GPO Services.
11. **GPO Account History** - The term refers to the record of all transactions and activities associated with a user's GPO Wallet. This includes details of deposits, withdrawals, payments, and any other interactions that impact the balance or status of the GPO Wallet.
12. **GPO Transaction History** - The term refers to the detailed log of all financial transactions executed through the GPO App. This includes individual records of transactions such as cash-ins, cash-outs, bills payments, and any other financial operations performed by the user within the GPO app.
13. **My Kita** - The term refers to a specific part of the GPO app located at the bottom of the screen after logging in. This section displays the kita or earnings for each transaction. By clicking on this menu, users can filter by date and type of transaction or search for a particular transaction.

14. APPLICATION FOR GCASH PERA OUTLET

15. You agree to provide all necessary information and render all reasonable assistance and cooperation that we may require in order to complete your verification as a GPO. The information you provide will be used to determine if you are eligible to begin and/or continue to use your GPO App and/or GPO Services. All collection and use of your personal data by us are subject to the Privacy Notice of GCash.
16. You agree that if you are granted access to the GPO Platform without submitting the necessary business document(s), you will only be granted a 14-day period to comply with the said requirements. Otherwise, GCash reserves the right to suspend your GPO until you completely submit all of the necessary business document(s).

17. Depending on the specific GPO Service you will use, you agree that we may verify your registration information with the help of a third-party verification vendor, if necessary.

18. GCASH PERA OUTLET FEATURES, SERVICES AND OPERATIONS

19. Upon onboarding, a GPO Wallet will be created for you, independent from any personal user wallet that you may currently have with GCash, without any initial wallet limit. GCash, however, reserves the right to subsequently impose limits on your GPO Wallet if, upon its assessment, such is warranted by circumstances.
20. GCash will provide you with GPO merchandise and onboarding kit, which will include an instruction manual, stickers, and earnings cheat sheet. You agree to display all merchandise provided by GCash through its official partners, and prevent any form of vandalism to the best of your ability.

21. You will be granted access to the GPO Platform to access the following GCash Services, which you should make available to the customers during store hours unless there is a system downtime:

22. Pa-Cash In

23. Pay Bills

24. Pa-Cash Out

25. Send Load

26. Fund-In

27. GCash may deactivate these GCash Services at any given time and for any duration

28. You are allowed to impose additional charges to a customer for all these GCash Services. GCash, however, will not be liable for any charges that is beyond GCash's Suggested Retail Price, which is found in the onboarding kit.

29. YOUR OBLIGATIONS AS A GPO

30. **Follow the Law.** Make sure you follow all laws and regulations related to money transfers and remittances at your business location.
31. **Process and Honor GCash Services.** Always process and honor GCash Services as outlined in this Agreement, unless there are circumstances completely out of your control that you couldn't have anticipated or resolved.
32. **KYM/KYB.** Ensure all your agents are verified through KNOW YOUR MERCHANT (KYM) or KNOW YOUR BRANCH (KYB) checks before you allow them access to the GCash Services.
33. **Update GCash on New Hires.** Let GCash know about any new employees or franchisees so GXI can arrange training within two (2) weeks of their hiring or shop opening.
34. **Monitor Transactions.** Keep track of all transactions and your agent network. Report any suspicious transactions or doubts about legitimacy to GCash within two (2) business days.

35. **Terminate Abusive Agents.** If GXI identifies any abusive agents, stop all dealings with them within twenty-four (24) hours of GCash's request. If you don't, GCash may deactivate or suspend your access to GCash Services.
36. **Support Investigations.** Help with any investigations into fraud or abuse by providing GCash with necessary information and details about any suspected fraud, fraudulent agents ,unauthorized or fraudulent activities.
37. **Share Information.** Obtain consent from your agents to share their personal information with GCash if needed for investigations. GCash will keep this information confidential and only use it for investigating suspicious transactions.
38. **Keep Records.** Save all hard-copy and electronic records of remittance transactions, KYM, and KYB information for ten (10) years. Provide GCash access to these records when requested, and cooperate with any BSP or court requests for access.
39. **Maintain Standards.** Apply the same standards required by this Agreement to your agents and branches. Ensure they maintain good business practices and controls to protect both your and GCash's interests.

40. COMMISSION, FEES AND OTHER FINANCIAL MATTERS

41. **Commission Fees.** Your commission earnings for providing GCash services are as follows:
 - For Pa-Cash In transactions, you will earn 1% of the transaction amount.
 - For the Pa-Cash Out transactions, you will earn 2% of the transaction amount.
 - For the Pay Bills transactions, you will earn an average of ₱3.00 per transaction. Earnings may vary per biller.
42. **Commission Payout and Verification.** Your commission fee shall be paid out to your GPO Wallet on a real-time basis, after every transaction made. You can verify this by checking either the transaction history of the GPO Platform or the "My Kita" menu in the GPO App. GCash reserves the right to adjust or reverse the commission paid out to your GPO Wallet with respect to transactions that it has verified to be unsuccessful or fraudulent.
43. **Distributor Fees.** Distributors may offer a fund-in service to your GPO Wallet for which they may charge a fee of 0.5% of the funded amount. The Distributor will clearly disclose the fee before the transaction, and will be responsible for the collection and management of this fee. You retain the right to choose this service or to use the Dagdag Pondo fund-in service, which currently remains free.
44. **Changes to Commission Schedule.** GCash may change the commission schedule but will communicate any fee and/or commission changes to you in advance and, if applicable, how to accept and make those changes effective. GXI will communicate via the usual channel of communication any change to commission rates within thirty (30) calendar days prior to implementation.
45. **Acceptance or Rejection of Changes.** Subject to applicable law, you accept the new fee and commission rates by continuing to conduct GPO Services after the change takes effect. If you do not agree with a price change, you have the right to reject the change by deactivating your GPO account prior to the price change going into effect.

46. FRAUD AND FRAUDULENT TRANSACTIONS

47. You are expected and required to use all necessary efforts to prevent the occurrence of fraud and fraudulent or unauthorized activities while processing transactions using GPO Platform.
48. You agree that you will not receive a commission fee for any transaction caused by fraudulent or unauthorized activities. You also agree that if GCash has already paid you your commission fee prior to being aware of the occurrence of fraudulent or unauthorized activities in your processing of such transactions corresponding to such commission fee, GCash shall consider such payment as “Excess Payment”, which it shall deduct or set-off from your future commission fee.
49. In case of paragraph (2) above, GCash will inform you of the fact that it has considered your commission fee as “Excess Payment” and the amount of “Excess Payment” as soon as practical. If you would like to dispute the fact or the amount of “Excess Payment”, you must immediately notify GCash of your intent to dispute in order for GCash to initiate an investigation. GCash’s findings in its investigation will be final and conclusive.
50. In addition to adjustment or reversal of paid commission fee or “Excess Payment”, GCash, upon notice, may also disconnect or block your access to the GPO Services.
51. If GCash determines during its investigation that the fraudulent or unauthorized activities was not caused by your or any of your authorized representatives’ wrongful act omission, you shall work together with GCash to resolve the issue.
52. If, however, GCash determines during its investigation that you or any of your authorized representatives committed fraud or participated in the commission of fraudulent or unauthorized activities, GCash, in addition to disconnecting your access to the GPO Services under paragraph (4) above, can do any or a combination of the following:
 53. Full recovery or reimbursement from you of all the direct costs incurred by GCash because of the fraud, fraudulent or unauthorized activities that you or any of your authorized representatives committed or participated in; and
 54. Blacklist you or any of your authorized representatives committed, or participated in the commission of, fraud, fraudulent or unauthorized activities.

55. INDEMNIFICATION: LIMITS OF LIABILITY

56. GCash is not liable for any indirect or consequential loss that you may incur.
57. GCash is not liable for any misrepresentation, fraud, fault, or misconduct that you or any of your authorized representatives have committed. You shall be liable to GCash for the damages and losses that GCash will incur because of: (a) your failure or delay in performing your obligations as a GPO under this T&Cs; and (b) breach of your warranties and representations under this T&Cs.
58. You acknowledge that the GCash Service or the GPO App may not be operational all the time and may be interrupted by causes beyond GCash’s control. GCash, thus, shall not be held liable for causes not attributable to its fault or negligence, including *Force Majeure*.

59. SENDING OF ACCOUNT / TRANSACTION HISTORY STATEMENT

Upon the GCash Pera Outlet's request, GCash shall send a copy of the GCash Pera Outlet Account/Transaction History statement either via mail, fax or email, as may be applicable. The mere act of sending the Account Transaction History statement in the mode and to the address you indicated is conclusive presumption that you have received the same. GCash and its employees, agents, or representatives shall be held free and harmless from any and all liability should the Account / Transaction History statement be read by any person other than the GCash Pera Outlet. Neither can you thereafter raise the defence that you failed to receive the Account / Transaction History statement. In all instances, GCash Pera Outlet may inquire about the Account Transaction History statement by contacting the GCash Hotline. GCash may charge a fixed amount for Account / Transaction History Statement fee per request

10. DISPUTES AND ERRONEOUS TRANSACTIONS. The entries in the Account/ Transaction History statement are presumed true and correct unless GCash Pera Outlet notifies GCash in writing of any disputes thereon within fifteen (15) days from the date of transaction. If no dispute is reported within the said period, all transactions and the entries in the Account/ Transaction History statement are considered conclusively true and correct. Disputed transactions shall only be credited back to GCash Pera Outlet's Wallet once the claim/ dispute has been properly processed, investigated, and proven to be in favor of the GCash Pera Outlet. On the other hand, there shall be no reversals for transactions made through key-word based commands and erroneous transactions made by the GCash Pera Outlet.

11. DEACTIVATION AND REACTIVATION OF GCASH PERA OUTLET ACCOUNT

12. You may choose to deactivate your GCash Pera Outlet account either by contacting GCash directly or doing so via the GCash Pera Outlet Profile. Once addressed, the deactivation will take effect immediately.
13. Any existing balance in the GPO wallet will be disbursed to the account holder and further instructions will be given via email.
14. You may reactivate your GPO account at any given time thereafter, given compliance with the reactivation process.
15. GPO wallets that are dormant or have had no monetary activity for more than six (6) months, or have zero balances, will be automatically closed/terminated.

16. PURELY CONTRACTUAL RELATIONSHIP. You and GCash are independent contractors. There is no relationship of agency, partnership, joint venture, franchise, or employment created between you and GCash.

17. OWNERSHIP OF INTELLECTUAL PROPERTY. GCash reserves all rights relating to its intellectual property.

18. CONFIDENTIALITY

19. You agree to treat any non-public information of GCash, its agents, employees, and representatives, its operations, and the terms and conditions herein, as Confidential Information. During the term of this agreement, and thereafter, you shall hold all Confidential Information in strict confidence and shall not, directly or indirectly, use, disclose, appropriate, copy or communicate the same to any other Party without the written consent of GCash. Any and all information authorized to be disclosed shall be limited only to what has actually been specified by GCash in its written consent.

20. Without the prior written consent of GCash, you shall not disclose to any person (except to your advisors and consultants) the fact that discussions or negotiations are taking place concerning the Project or the existence of this agreement/T&Cs, unless such disclosure is required by law and such disclosure is made after prior consultation with GCash.
21. You shall not issue any public announcement or otherwise concerning the Project without the approval of GCash, except as may be required by law.
22. **DATA PRIVACY.** To know more about how we collect, process, share, and protect your personal data when using the GCash Services, please read our [Privacy Notice](#).

23. MERCHANT LOANS

As part of the GCash Services, you acknowledge and agree upon your acceptance of these Terms and Conditions that your personal data, and financial information may be shared to and processed by Fuse Lending, Inc., the lending affiliate of GCash, for loan eligibility assessment, data analytics, and marketing and communications.

Your information will be used by Fuse Lending, Inc. in accordance with our privacy policy and solely for the purposes stated herein.

17. FORCE MAJEURE

18. "Force Majeure" means any event which includes all of the following:
19. could not have been foreseen or which were inevitable and beyond the control of the party invoking it, without any accompanying fault or negligence on the part of such party;
20. prevents or materially affects the ability of the invoking party to comply with any of its obligations under this Agreement; and
21. includes, but is not limited to, acts of God, laws, acts of war or conditions arising out of or attributable to war (whether declared or undeclared), riots, acts of terrorism, insurrection or rebellion, fire, explosions, earthquake, super typhoon, massive flooding, volcanic eruption, global or local disruption of access to the Internet, widespread or massive power outages, criminal activity, telecommunications service interruptions, unauthorized access Or by theft, alteration, loss or to destruction of PF's applications, data, programs, information, network or systems through accident, fraudulent means or any other method by Merchant's users and third parties, or any other analogous event.
22. GCash or the GPO may not claim the benefit of Force Majeure if the event claimed as Force Majeure occurs as a direct result of the affected party's own action(s) or inaction, or the action(s) or inaction of its affiliates, sub-contractors, or other persons under its control.
23. Despite our efforts to ensure the security of our system, you acknowledge the possibility that all electronic data transfers may potentially be susceptible to interception by others. We cannot guarantee that data transfers on the GCash Pera Outlet App or emails transmitted to and from us will not be monitored or read by others.
24. **SEPARABILITY CLAUSE.** If the court finds any provision of this T&Cs invalid or unenforceable, such court decision shall not affect the remainder of this T&Cs.

25. GOVERNING LAW ; DISPUTE RESOLUTION. The laws of the Republic of the Philippines will govern this T&Cs and any matters arising from it. Any dispute arising out of or relating to this T&Cs shall be brought before the proper courts of Taguig City, Metro Manila, to the exclusion of all other courts.

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GCash Pro Platform Termination {#gcash-pro-platform-termination}

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How will I know if I am affected by the termination?

Scan to Pay Merchants who are affected will be receiving a termination notice via email regarding the portal's termination date.

Is there any provision in the contract that access may be terminated?

Yes, this may be found in **Clause 4.1** of the GCASH PRO MSA (**re: Termination**). The clause is as follows:

4.1. This Agreement and/or any SOW may be terminated by a Party for convenience (for whatever reason) by sending the other Party a written notice of termination at least sixty (60) days prior to the intended effective termination date.

4.2. Termination of a particular SOW shall not result in the termination of any other SOW unless

specified by the Party calling for termination; however, if a Party terminates this Agreement, then all SOW then in

When will my GCash Pro Platform access be terminated?

Access to the platform will be terminated at least 60 calendar days from the date of notice.

What happens before the termination date?

1. Your access to the GCash PRO Portal and Scan-to-Pay QR for accepting QRPH Payments will remain fully functional.
2. You will continue to receive the auto-settlement of funds to your nominated bank account as usual.
3. Your daily settlement reports will continue to be sent via email, including all transaction history.

What happens when access is terminated?

1. **Termination of GCash PRO Portal Access:** Your access to the GCash PRO Portal will be terminated. All rights and obligations related to the use of the portal will cease, including the ability to log in or access any services provided via the portal.
2. **Termination of Scan to Pay Service:** You can no longer use the Scan to Pay service or any related payment facilities.
3. **Settlement of Funds:** The last settlement of funds will occur on the next banking day from the Termination Date for transactions completed on that same day (Termination Date).

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Source: <https://help.gcash.com/hc/en-us/articles/45732029791513-GCash-Pro-Platform-Termination>

GCash Promos {#gcash-promos}

Path: sections/360005003274-GCash-Promos

ADVISORY:

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

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[Fuse Summer Promo 2025](#)

[Sulong Kaagapay UNAHCO Cashback Promo](#)

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I don't want to receive SMS of GCash offers and promos

Source: <https://help.gcash.com/hc/en-us/sections/360005003274-GCash-Promos>

GCash Summer 2025 Promo {#gcash-summer-2025-promo}

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The **GCash Summer 2025 Promo** brings you **exclusive deals and special offers** for the season. Check out the dedicated promo page where you can find all the promos and GCash exclusive deals.

Promo Duration

March 10- May 5, 2025

Eligibility

This exclusive promo is open to all Filipino GCash users aged 18 years old and above, residing in the Philippines.

Note:

Some promos may not be available to GCash Overseas users.

How to Avail

Open the GCash app and tap any of the GCash Summer Promo pop-ups or cards.

How to use the GCash Summer Promos

1. Open the GCash app.
2. Access the Promo Page by **tapping on Tap for Summer Deals or the Summer Deals ad.**
3. Browse through the available deals.
4. Copy the promo code.
5. **Tap the Promo Button** (Buy Now, Book Now).
6. Use the promo code on the partner site where you are redirected.

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

- **Check the terms and conditions**

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

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

Verify if your total purchase meets the minimum spend required to use the code. This information is usually included in the promo details.

- **Confirm the voucher is still valid**

Double-check the validity date of your promo codes. Expired codes cannot be redeemed.

If the promo code still doesn't work, please reach out directly to the merchant partner for assistance.

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GCash Travel {#gcash-travel}

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GCash Travel+ lets you book all your travel needs on GCash. Learn how you can book **flights, hotels, car rentals, attractions & tours, e-sims, train & bus tickets.**

You can find GCash Travel+ through the GCash homepage by tapping **View All > Travel** or by tapping **Travel** under "Do More with GCash".

Flights

How can I book a flight?

Note: Before booking a flight, please ensure your passport is valid for at least 6 months beyond your travel date. Also, check if the destination country requires any visas or additional travel documentation.

1. Select **Flights** and choose your destination along with your departure and return date (for round-trip). Search results will show available flight times, which are displayed in a 24-hour format (00:00 to 23:59).
2. Select a flight and review "Baggage and policy details." The baggage policy is stated on your ticket, and you can add extra baggage during the payment process (if available) or at check-in. Be mindful that most flights have cancellation fees that cannot be waived by GCash | Travel+, and any refundable amount is subject to airline approval.
3. Enter your booking details.
4. Tap **Book Now** and complete the payment within 30 minutes. Otherwise, the booking will not be successful. Ensure your wallet balance is sufficient before proceeding with the payment.

Before booking, make sure all information and dates are final. Incorrect information may result in ticket issuance failure, amendment fees, or denied boarding, according to airline policies.

I just paid for the flight order, when will I receive my ticket?

Once you've booked your flight, its status in the booking details will show as "Ticketing." When it's processed and you receive a confirmation email within 24 hours, the status will change to "Ticket(s) Issued."

Make sure you entered the correct email. Tap on **My Travel > My Orders**, find your flight booking, and check the "Contact Info" to see if your email is correct. Look in your junk or spam folder for the confirmation email.

My flight booking failed, when will I get my flight refund?

If a booking fails, the refund process will begin immediately, and the amount should be reflected in your original payment method within **48 hours**.

If you have not received the refund after 48 hours, please contact GCash Travel+ Customer Care team.

Where can I check my ticket and flight time after the booking?

To view your booking details and status, tap **My Travel > My Orders** and select your flight booking. Please take note that flight times are shown in 24-hour format (00:00 to 23:59).

Check out the sample booking screenshot below:

- **Departure:** Dubai (DXB airport) on May 19, 2025, at 19:55 (7:55 PM) on Monday.
- **Arrival:** Manila (MNL airport) on May 20, 2025, at 09:20 (9:20 AM) on Tuesday.
- **Return departure:** Manila (MNL airport) on June 16, 2025, at 12:35 (12:35 PM) on Monday.
- **Return arrival:** Dubai (DXB airport) on June 16, 2025, at 18:10 (6:10 PM) on Tuesday.

What if my flight got rescheduled/canceled?

For any flight schedule changes, expect an SMS, email, or notification from the airline. Please make sure to enter the correct contact details when booking to receive updates. Don't forget to check your spam or junk folders, too.

To check flight details, visit the airline's website or contact them directly for the latest updates.

If you require any further assistance, please contact the GCash Travel+ Customer Care team.

How can I reschedule a flight if needed?

Be mindful that not all flights can be rescheduled. To check if your flight is eligible for changes and if any change fees apply, tap on "Baggage and Policy Details" under your booking.

If your flight is eligible for changes and you are aware of any applicable change fees, you can proceed with the self-amendment by following these steps:

1. Open your 'GCash | Travel+' mini program.
2. Tap 'My Travel' icon in the top corner.
3. Select 'My Orders' and locate your flight booking.
4. Click on your booking and tap the 'Change' button. Select your preferred flight date. Don't forget to specify your desired flight time or flight number (same airline and same cabin class) in the 'Remarks' section.

After submitting the request, wait at least **48 hours** for the outcome. You will be notified via email from voyager-fliggy@service.alipay.com about the amendment status.

If a change fee is imposed, you must complete the payment within 30 minutes to secure your seat. If you fail to make the payment within the given time, you will need to request a change again or stick with your original flight.

Can I change my booking details (change name, change passport details etc.)?

If you wish to amend any of the traveler's details, please contact the GCash Travel+ Customer Care team.

Please be informed that there might be additional fees imposed for such requests and is dependent on the respective airline companies' policies.

When will my flight booking get confirmed?

Once your order is successfully placed you should receive your flight ticket via the email address you have provided within the next 24 hours (unless stated differently under your ticket status).

I just completed my order, how soon will I receive my flight ticket?

Once your order is successfully placed, you should receive your flight ticket via the email address you provided within the next 24 hours, unless stated otherwise under your ticket status.

How can I cancel my booking and how am I going to receive a refund?

Please be aware that not all flights can be cancelled. To check if your flight is eligible for cancellation and to see if any change fees apply, please tap on "Baggage and Policy Details" under your booking.

If your flight is eligible for cancellation and you are aware of any applicable cancellation fees, you can proceed with the self-cancellation by following these steps:

1. Open your 'GCash | Travel+' mini program.
2. Click on the 'My Travel' icon in the top corner.
3. Select 'My Orders' and locate your flight booking.
4. Click on your booking and tap the 'Refund' button, then choose the cancellation reason.

If your cancellation is due to an involuntary reason such as hospitalization or a medical issue, kindly provide all supporting documents to the GCash Travel+ Customer Care team at voyager.cs@service.alipay.com after you initiate the self-cancellation steps above.

After submitting the request, please wait **24 hours** for the outcome. You will be notified via email from voyager-fliggy@service.alipay.com about the status of your cancellation request.

Please be informed that the refund amount may take up to **5 working days** to reflect under your original payment method.

Hotel

How can I book a hotel?

1. Select Hotels and search for your city or hotel to check availability for your check-in/check-out dates.
2. Select a hotel and review the terms and privacy policy.
3. Enter your booking details.
4. Tap Book Now and complete the payment. Ensure your wallet balance is sufficient before proceeding with payment.

Before booking, make sure your dates are final. You cannot modify your booking once you have completed the payment.

Once your booking is placed, its status will show as "Confirming." When it's processed, the status will change to "Confirmed" and you will receive a confirmation email within 30 minutes.

Make sure you entered the correct email. Tap on **My Travel > My Orders**, find your hotel booking, and check the "Contact Info" to see if your email is correct. Look in your junk or spam folder for the confirmation email.

If you don't receive a confirmation email, your booking will automatically be marked as "Canceled," and you'll get a refund within 5 working days.

How can I view my hotel booking details?

To view your booking details and status, tap **My Travel > My Orders** and select your hotel booking.

If any unexpected situation occurs in your destination city or hotel, GCash Travel+ will publish a reminder under your booking details.

How can I cancel a hotel booking?

You can only cancel your booking if it was made more than 24 hours in advance and if the hotel allows it. If the hotel doesn't support cancellation, GCash Travel+ can't cancel it either. Cancellation fees might apply, and a full refund isn't guaranteed.

To cancel your booking, please follow these steps:

1. Tap **My Travel > My Orders** and click the hotel booking you would like to cancel.
2. Tap **Cancel Booking**.

Once the booking is successfully canceled, the booking status in-app will be updated to Canceled Successfully and you will receive an email notification.

Attractions and Tours

How can I book an attraction or tour ticket?

1. On the GCash Travel homepage, tap Attraction or Tours
2. Select the destination city or specific Attraction or Tour you want.
3. Review the terms and privacy policy.
4. Tap Book Now and complete the payment.

Before booking, make sure your dates are final. You cannot modify your booking once you have completed the payment.

Your booking is confirmed when the status on your order page shows "Confirmed" and a confirmation email has been sent to your nominated email address.

Make sure you entered the correct email. Tap on **My Travel > My Orders**, find your booking, and check the "Contact Info" to see if your email is correct. Look in your junk or spam folder for the confirmation email.

If you don't get the email, your booking will automatically be marked as "Canceled," and you'll get a refund within **5 working days**.

How can I view my attraction/tour booking details?

To view your booking details and status, tap **My Travel > My Orders** and select your attraction/tour booking.

Some attraction spots will redirect you to their official site to download the e-Ticket. Please follow the guide accordingly.

I booked a day tour, will the tour operator reach out to me?

Some travel agencies or guides may contact you in advance, but this varies by package. Refer to your Booking Details for more information.

If no contact is made, simply arrive at the designated location at the specified time. Specific meetup details are available under the Itinerary Details section on the Reservation Details page.

If you need any further assistance or have additional questions, please contact the GCash Travel+ Customer Service Team.

Can I cancel my booking?

Before booking, please review the cancellation policy in the "Product Details" section. Once your booking is confirmed, you can view the cancellation policy in the "Cancellation Policy" tab of your order.

Car Rentals

Note: Before booking a car rental, please ensure that you are at least 18 years old with a valid driver's license from your country of residence and have held a full license for at least 1-2 years. Specific requirements may be found on the booking page. Provisional licenses are not accepted.

If your driver's license is printed in a non-Roman alphabet (e.g., Arabic, Chinese, Cyrillic), it is strongly recommended to secure an International Driving Permit (IDP). Any driver's license originating from countries not part of the International Driving Permit treaty must also be accompanied by an official translation in English.

When renting within the EU, customers from non-EU countries must also present an International Driving Permit along with their domestic license.

How can I book a car rental?

1. Select Car Rentals and search for your city or hotel to check availability.
2. Input the following details:
 3. Pick Up and Drop Off Location
 4. Pick Up and Drop Off Time
 5. Driver's Age
 6. Select your desired car category and rental provider.
 7. Review the terms and privacy policy.
 8. Tap Book Now and complete the payment.

Make sure you entered the correct email and details. Tap on My Travel > My Orders, find your car rental booking, and check the "Contact Info" to see if your email is correct. Look in your junk or spam folder for the confirmation email.

If you don't get the email, your booking will automatically be marked as "Canceled," and you'll get a refund within 5 working days.

How Can I Cancel My Car Rental?

Please be informed that order cancellation might incur a cancellation fee or you may not receive a refund. Kindly check the cancellation policies and terms before cancelling.

To cancel your booking, please follow the steps below:

1. Tap **My Travel > My Orders** and click the car rental booking you would like to cancel.
2. Tap Cancel Booking.

What happens if my flight gets cancelled or delayed?

Please contact and inform the car rental company immediately on your latest estimated arrival time. If you add your flight details to the booking, the car rental company will be able to track your flight and may hold the car for you for up to an hour (given it is within their operating hour, and we don't guarantee the holding of the car).

My car rental was in a bad condition when I picked it up, what should I do?

If the reserved vehicle is in a bad condition at pick-up, raise this issue with the car rental agent immediately and request an alternative.

If the matter is not resolved, please contact our customer service team so we can try and arrange a suitable substitute with the car rental agent.

Can there be more than one(1) driver who drives the car while we're using the service?

Yes. Upon arriving at the rental counter, please place the request for additional driver with the counter staff. The additional driver needs to be physically present with you and have the necessary licenses and IDs ready.

You will pay the car rental company for any additional drivers when you pick up the car. Failure to do so could result in the failure of car insurance protection, which caused the liability to pass to you.

Some car rental companies will generally charge for the additional driver, but some may provide one(1) free additional driver for the order. Kindly consult the car rental company for the exact price scheme and additional driver policy.

I'm involved in a car accident, how do I claim my insurance?

We're truly sorry that this happened. Please make sure the following documents are available and well kept:

- Car Rental agreement,
- Car Damage Inspection Report
- Receipt of Penalty Charge for the insurance claim.

To kickstart the insurance claim, please contact our Customer Service Team and provide us the documents above.

Kindly note that the processing time of the insurance claim process can vary depending on the underwriting.

Train and Bus

How can I book a train or bus ticket?

1. Select Trains and search for your origin and destination stations along with the departure date to check availability.
2. Input the following details:
 - Origin Station
 - Destination Station
 - Date of departure
 - Number of passengers (adult, senior, and youth)
3. Select your desired time and transportation carrier. If no result is shown, you may also tap on Buses to see available options.
4. Confirm your seat type and review the policies.
5. Tap **Book** and complete the payment. Ensure your wallet balance is sufficient before proceeding with payment.

Make sure you entered the correct email and details. Tap on **My Travel > My Orders**, find your train or bus ticket booking, and check the "Contact Info" to see if your email is correct. Look in your junk or spam folder for the confirmation email.

If you don't receive the email, your booking will automatically be marked as "Canceled," and you'll get a refund within **5 working days**.

Can I reserve a specific seat?

Seat selection is not supported.

Generally, the seats are assigned automatically by the train carrier. If you have any special requirements, please contact the train carrier to arrange accordingly.

You may find the details of the carrier and your order in 'My Travel' > 'My Orders' in your app.

How long does it take for me to receive my booking confirmation after the payment has been made?

The confirmation of the ticket should be done within 5 minutes after your payment. If you have not received your confirmation email, please contact our customer care for more assistance.

Can I change my ticket date and time?

We currently do not support changes to your train ticket, including date, time, or departure-arrival adjustments. If you need to alter your travel plans, we recommend that you cancel your existing ticket and purchase a new one for your desired schedule.

Please be aware that cancellation fees may apply, and we encourage you to review the refund policy associated with your ticket before proceeding.

Is my trip covered by insurance?

We do not offer insurance as an add-on service at this time. We recommend checking directly with the train carrier to see if any insurance coverage is included with your ticket. Additionally, you may want to consider purchasing travel insurance separately through an insurance provider for added protection.

Should I check-in earlier to board the train?

Most train journeys do not require a formal check-in process like airlines, but it is recommended to arrive at the station at least 15-30 minutes before departure. For high-speed or international services, or if security checks are involved, it might be advisable to arrive earlier. Refer to the train carrier's guidelines for precise recommendations.

What happens if I lose my belongings on one of your trains or its station?

If you lose your belongings on a train or at a station, please contact the train carrier's lost and found department as soon as possible. They can assist you in locating and retrieving your items. You may also contact our customer service for guidance on how to reach the appropriate carrier.

How do I contact the train carrier?

Contact information for train carriers is typically available on their official websites. In many cases, you can find customer service phone numbers, email addresses, and social media links. If you need further assistance, please feel free to reach out to our customer service team for guidance.

Contact the GCash Travel+ Customer Care team

Tap “Get Help” icon under your booking to get in touch with the customer care team.

The GCash Travel+ Customer Care Team is available daily from **9 AM to 10 PM**.

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GCash Updated Terms and Conditions {#gcash-updated-terms-and-conditions}

Path: articles/22717341874585-GCash-Updated-Terms-and-Conditions

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

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Starting **November 7, 2023**, an updated [GCash Terms and Conditions](#) will be implemented to improve our products and services for a better user experience.

Changes include how GCash **protects your personal information** moving forward to enable the app to be more secure for its users.

Summary of Updates

The updated terms will explain how GCash works with these updated and new products and services as well as how it will comply with the mandates of our regulators and applicable laws.

Several updates are the results of our effort to address the feedback from our users and regulators, and to provide you with clarity on your rights and obligations as you continue to use GCash with its updated and new products and services.

Account features

Improved products and services which include:

- GCash Overseas
- Updated and new features such as scheduled bank transfers and pay bills
- Transaction and wallet limits
- GScore

Security features

Additional security features to ensure a safe and secure user experience which include **limiting the access of your GCash account to one device at a time, eliminating the use of GCash with jailbroken/rooted devices, and conditions for suspension, deactivation, and reactivation.**

1. **Data privacy:** We have rewritten and re-designed our Privacy Notice with the objective of providing clarity on how we manage and handle your personal information for transparency. Our updated Privacy Notice explains how we collect, use, share, keep, delete, and protect your information, and how you can control what happens to your personal information.
2. **Compliance:** We have updated the GCash Terms and Conditions to embed the mandates of our regulators (e.g. Bangko Sentral ng Pilipinas, National Privacy Commission) and applicable laws (e.g. Sim Card Registration Act).

Note:

Your **continued access or use of GCash** after the effectivity of the updated GCash Terms **constitutes your acceptance** of such terms.

However, if you do not agree to the updated terms, you may delete and deactivate your GCash account.

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GCash Watch Pay {#gcash-watch-pay}

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Watch Pay lets you pay by scanning a QR code directly from your smartwatch—no need to take out your phone. Currently, this feature is only available to the following **Huawei wearables**: Watch GT 5>5 Pro, Watch Ultimate -Woods, Watch Fit 3, Watch D 2, Watch Ultimate –Colombo, Watch GT4, and Band 10.

To start using Watch Pay as your payment method, follow these steps:

1. Link your GCash wallet to your smartwatch by accessing the GCash app on your watch
2. Log in to the GCash app on your watch
3. Tap on **QR** within the GCash app to generate your payment QR code
4. Present the generated QR code to the merchant for scanning to complete payment
5. You'll receive a payment confirmation on your watch once the transaction is successful

Where you can use Watch Pay

You can use Watch Pay to make payments for in-store retail transactions by generating a QR code that merchants can scan. Currently, Watch Pay is exclusive to Huawei smartwatches and supported at stores that accept QR-based payments.

Pay with Watch Pay

1. Login to the GCash app on your watch > Select **QR** and present the QR code to the merchant
2. You'll receive a payment confirmation on your watch once the payment is accepted.

If you lost your watch

Follow these steps to remove your lost watch from GCash and protect your account:

1. On your GCash app homepage, Tap **Profile**
2. Tap **Settings > Account Secure**
3. Select your lost watch and tap **Unregister Device**
4. Tap **Yes, Unregister**
5. Once confirmed, your watch will be logged out from your GCash account

Need more Help?

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

- [I can't pay using GCash Watch Pay. What should I do?](#)
- [I used GCash Watch Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)
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39714168606105

Source: <https://help.gcash.com/hc/en-us/articles/39714168606105-GCash-Watch-Pay>

GCash for Business {#gcash-for-business}

Path: categories/4407779324185-GCash-for-Business

ADVISORY:

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

Enterprise

- [PowerPay Plus via GCashBiz](#)
- [Funds Disbursement Service via GCash Biz](#)
- [GCash for Business Scan to Pay with In-store QR](#)

Sari-Sari Store

- [GCash Pera Outlet Terms and Conditions](#)
- [GCash Pera Outlet Commissions and Fees](#)
- [Paano mag fund-in sa GPO Wallet?](#)
- [Mag-apply bilang isang GCash Pera Outlet Partner](#)
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- [Alamin ang status ng GCash Pera Outlet application](#) See all 11 articles

MSME

- [What is GCash PocketPay?](#)
- [I have a problem with my SoundPay device. What do I do?](#)
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- [Official GCash for Business MSME Distributors](#)

Account Management

- [Nominate Authorized Representatives for your business](#)

Riders/Drivers

- [Top up vouchers para sa Grab/Angkas riders](#)

Source: <https://help.gcash.com/hc/en-us/categories/4407779324185-GCash-for-Business>

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Account Management

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Riders/Drivers

- [Top up vouchers para sa Grab/Angkas riders](#)

Source: <https://help.gcash.com/hc/en-us/categories/4407779324185>

GCash for Business Scan to Pay with In store QR **{#gcash-for-business-scan-to-pay-with-in-store-qr}**

Path: articles/900006198423-GCash-for-Business-Scan-to-Pay-with-In-store-QR

ADVISORY:

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

Articles in this section

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Promoted articles

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

Scan to Pay is a feature that allows customers to scan a QR code to pay for their transactions in your store via their GCash wallet.

Note:

This article is for GCash for Business users. If you're a GCash customer, please read [this article on Scan to Pay](#).

Jump to:

- [Application requirements](#)
- [How to sign up](#)
- [Application timelines](#)
- [Accepting QR payments](#)

Application requirements

Signing up is free of charge and is currently open to new and existing business owners. Prepare the following documents according to the type of your business:

Type of Business Requirements --- ---	Sole Proprietorship - DTI Business Name Registration
- Proof of Bank	
- BIR Certificate of Registration (form 2303)	
- Non-expired government-issued ID with specimen signature	Partnership and Corporation - SEC Certificate of Partnership/Incorporation
- Articles of Partnership/Incorporation	
- Corporate By-Laws	
- Proof of Bank	
- Latest GIS document with Beneficial Owners Declaration (Corporation only)	
- BIR Certificate of Registration	
- Notarized Secretary's Certificate/Partnership's Certificate	
- Non-expired government-issued ID of corporate secretary and authorized signatories	

How to sign up your business for QR payments

1. Explore our services through [this site](#) and fill out the form with the required details.
2. Prepare and submit your DTI Certificate of Registration, CIR Certificate of Registration, Valid ID, and the other application requirements
3. Once submitted, you will receive an auto email. The email will have details of the Scan to Pay QR product, the documents required, and how to upload the documents via Google form. You will also receive a Zoom invite to the weekly webinars which are arranged by the Acquisition team.
4. For approved and processed applications, you will receive a QR Kit, which contains the following:
 - QR standee
 - Cellphone with Globe SIM Card (Do NOT register the SIM to GCash)
 - Door hanger
 - Guide or instructions

Application Timelines

| **Business Day** | **Process** | | --- | --- | | Day 1 | Complete Document Submission including signed MOA | | Day 2 | Review of application | | Day 3 | QR wallet creation | | Day 4-6 | QR production and kitting | | Day 7-11 | Delivery (NCR area) | | Day 7-14 | Delivery (Provincial area) |

If your application is **returned**, you might need to submit additional documents. Remember, resubmitting will **restart the application timeline from day 1**.

Accepting QR Payments

You can start accepting payments as soon as your QR kit is delivered and set up in your store. Customers can pay by scanning your QR code or showing their personal QR code for you to scan.

Here are some reminders about accepting QR payments:

- You don't need an internet connection to accept GCash payments. A phone that receives SMS notifications, included in your QR kit, is enough to confirm payments.
- All payments, including those made via GCredit, GGives, or vouchers, are **credited in full to the merchant's virtual wallet in real-time**.
- GCash will **automatically transfer funds to the merchant's nominated bank account** for all successful transactions by the next banking day. An SMS confirmation will be sent after each successful transaction.
- Transaction or settlement reports will be emailed within **24 hours**. You can use these reports to check and verify your GCash transactions.

If your QR keycard or phone/SIM card is lost or damaged, email **merchantsupport@gcash.com** to request a replacement. Delivery will take **7-11 days**, depending on your branch's location.

Need more help?

Issues related to payments

| **CUSTOMER CONCERNS** | | --- | | Issue | Process | Solution and SLA | | --- | | --- | | --- | |
The customer is unable to pay via RQR. Receives message that says "To enjoy full GCASH services..." | Ask the customer to restart or hard reset their phone or update their GCash app. For more issues, visit [Troubleshoot login or other GCash app issues](#) | 24 hours | | The customer inputted the wrong amount (higher or lower than the actual amount) | Coordinate directly with your customer to perform the adjustment if payment is excess or lower than the payable amount. | N/A | | Refund request as per customer's request (e.g. item was returned, damaged, etc.) | Follow the merchant's policies on refund requests, but actual reversal will follow the process indicated above | GCash to process the reversal to the customer's GCash wallet within 24 hours | | **MERCHANT CONCERNS** | | --- | | Reversal request due to double entries and/or multiple transactions | Contact the corresponding email support and include the following:
 - Merchant name and branch
 - Subsidiary name

- Customer mobile number
- Transaction reference number
- Original transaction amount
- Amount for Reversal
- Reason for reversal | GCash to process the reversal to the customer's GCash wallet within 24 hours || Reversal request for refund stuck in processing | Include the information mentioned above, plus the following additional details:
 - Acquirement ID
 - Short Trans ID
 - Refund ID
 - Original Amount
 - Refund Amount
- Date and Time of transaction | 6 working days || Complaints or requests related to merchant's QR keycard | Contact the corresponding email support and include the following:
 - Merchant name and branch
 - Merchant name as written on the keycard
 - Name of caller and designation
 - Email and contact number of the caller
 - Reason for replacement | GCash to provide a fix for QR within 1 week |

Issues with transactions and settlements

- | **Issue | Process | Solution and SLA** | | --- | --- | --- | | Non-receipt of settlement to the nominated bank | Contact the corresponding email support and include the following:
- Merchant name and branch
 - Subsidiary name
 - Request or concern (e.g. request for reports, queries on data provided)
 - Expected amount for settlement/ Date
 - A file of findings from the merchant | GCash to provide a resolution to the partner within 3 working days | | Request for change of nominated bank for settlement | Contact the corresponding email support and include the following:
 - Merchant name and branch
 - Subsidiary name
 - Details about the request (change nominated bank for settlement)
 - Reason for request
 - Copy of proof of bank
 - Bank details (bank name, bank account name, bank account number) | GCash to provide a resolution to the partner within 3 working days | | Report reconciliation concerns | Contact the corresponding email support and include the following:
 - Merchant name and branch
 - Subsidiary name
 - Request or concern (e.g. request for reports, queries on data provided)
 - Credit advice/ copy of bank statement
 - File of findings from merchant | GCash to provide a resolution to the partner within 3 working days |

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Funds Disbursement Service via GCash Biz

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- [PowerPay Plus via GCashBiz](#)

- [Funds Disbursement Service via GCash Biz](#)
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900006198423

Source: <https://help.gcash.com/hc/en-us/articles/900006198423-GCash-for-Business-Scan-to-Pay-with-In-store-QR>

GCredit {#gccredit}

Path: sections/360004696213-GCredit

ADVISORY:

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

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

Pay your GCredit Dues

- [How can I pay for my GCredit dues?](#)
- [How does GCash help with my GCredit payment?](#)

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- [Why am I not qualified for GCredit?](#)
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- [I was charged multiple times for one GCredit payment. What do I do?](#)
- [I can't make a payment for my GCredit account. What do I do? See all 7 articles](#)

Source: <https://help.gcash.com/hc/en-us/sections/360004696213-GCredit>

GCrypto {#gcrypto}

Path: sections/15635777518105-GCrypto

ADVISORY:

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

Get Started with GCrypto

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- [What coins can I trade in GCrypto?](#)
- [What are the GCrypto Networks and Fees I need to know about?](#)

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Send and Receive Crypto with GCrypto

- [How can I send crypto over PHP 50,000 to another wallet or exchange in GCrypto?](#)
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- [My crypto transaction has not been reflected in my GCrypto Wallet. What do I do?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
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Source: <https://help.gcash.com/hc/en-us/sections/15635777518105>

GCrypto Rebate Promo {#gcrypto-rebate-promo}

Path: articles/45814480259481-GCrypto-Rebate-Promo

ADVISORY:

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Articles in this section

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- [Lucky Pay Bills Promo](#)
- [HODL and Win USDC Promo](#)
- [Load Voucher Promo for Verification](#)

[See more](#)

Promoted articles

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

Join the GCrypto Rebate Promo and get rewarded for trading. When you reach a total of ₱10,000 in Buy and Sell transactions this April, you'll receive a ₱500 rebate in Bitcoin.

Who Can Join?

The promo is open to all Fully Verified GCash users that have GCrypto accounts with a verified email address.

When is the Promo Period?

April 22 - 30, 2025

How do I join the promo?

To join, buy or sell a total of at least ₱10,000 worth of crypto using eligible tokens on GCrypto within the promo period. Only the first 500 users are eligible to receive the rebate.

What are the eligible tokens for the promo?

Eligible tokens include all cryptocurrencies available on GCrypto, except for stablecoins such as USDC, USDCSOL, USDCBASE, USDT, USDTTRX, USDTTON, USDTCELO, and PYUSDSOL.

When Will I Receive the Bonus?

Winners will receive their ₱500 Bitcoin rebate credited to their GCrypto PHP wallet within **14 business days** after the promo ends.

They will also get a notification via email and/or in-app once the rebate has been successfully credited to their GCrypto account.

Need more Help?

I cannot buy or sell GCrypto

If you're facing issues with buying or selling on GCrypto or your transactions aren't showing up, it might be because of system maintenance.

Your transactions will be automatically credited to or from your GCash wallet within 2 business days.

How come I did not get my prize?

To get the P500 rebate, please accumulate a total of P10,000 worth of crypto within the promo period. Only the first 500 users are qualified.

If you are eligible to receive the reward, please wait for your reward to be credited within 14 business days.

If you still encounter issues, [please click here to ask for help](#).

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CIMB PH – Earn More Promo

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- I don't want to receive SMS of GCash offers and promos

45814480259481

Source: <https://help.gcash.com/hc/en-us/articles/45814480259481-GCrypto-Rebate-Promo>

GForest {#gforest}

Path: sections/360004684094-GForest

ADVISORY:

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

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

How do I earn and collect green energy points in GForest?

How can I plant a tree in GForest?

Source: <https://help.gcash.com/hc/en-us/sections/360004684094-GForest>

GForest {#gforest}

Path: sections/360004684094

ADVISORY:

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How can I plant a tree in GForest?

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GFunds {#gfunds}

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ADVISORY:

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- [What investment products are available on GFunds?](#)
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- [What are the GFunds fees I need to know about? See all 6 articles](#)

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- [I can't buy or sell funds in GFunds. What do I do?](#)
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[Are there funds on GFunds that pay dividends?](#)

Source: <https://help.gcash.com/hc/en-us/sections/360004696433-GFunds>

GFunds {#gfunds}

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Source: <https://help.gcash.com/hc/en-us/sections/360004696433>

GGives {#ggives}

Path: sections/4404775296921-GGives

ADVISORY:

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

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- [I already paid my GGives but it's not reflecting yet. What should I do?](#)
- [I can't make a payment for my GGives account. What do I do?](#)
- [I was charged multiple times for one GGives payment. What do I do? See all 8 articles](#)

Source: <https://help.gcash.com/hc/en-us/sections/4404775296921-GGives>

GInsure {#ginsure}

Path: categories/20837076273817-GInsure

ADVISORY:

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Accident

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

Business

- [Malayan Insurance Negosyo Insure](#)

General

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- [Contact your GInsure Insurance Provider](#)

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

Health

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- [FWD The One Life Insurance Cover](#)
- [FWD BIG 3 Critical Illness Insurance](#)
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- [Singlife Cash for Income Loss due to Any Cause](#)
- [Singlife Cash for Funeral Costs](#)

Lifestyle

- [Etiqa Full Phone Protection](#)
- [Etiqa Phone Screen Protection](#)
- [Express Send Scam Insurance](#)
- [GCash Card Protect](#)
- [GInsure Online Shopping Protect Insurance](#)
- [PGA Sompo Online Shopping Insurance](#)

Occupation

- [Cebuana Lhuillier DriverCARE Personal Accident Insurance](#)
- [Cebuana Lhuillier EmployeeCARE Personal Accident Insurance](#)
- [Pioneer OFW Insurance](#)

Pets

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

Property

- [FPG Insurance Home Fire Protection](#)

Travel

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

Vehicle

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

Source: <https://help.gcash.com/hc/en-us/categories/20837076273817-GInsure>

GInsure Bill Protect {#ginsure-bill-protect}

Path: articles/4405429296665-GInsure-Bill-Protect

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Articles in this section

- [Cebuana Lhuillier Personal Accident Basic Insurance Program](#)
- [FPG Insurance Personal Accident Protection](#)
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- [Singlife Cash for Income Loss due to Accidents](#)

Promoted articles

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GInsure Bill Protect is an insurance that covers you when you are unable to earn and settle your payment obligations in case of accidental death and permanent disablement.

The Group Policy pays out a lump sum benefit which covers up to 36 months (3 years) of the GCash bill payment amount at the time of enrollment.

Jump to:

- [Eligibility](#)
- [Coverage and Benefits](#)
- [Enrollment and Payment](#)
- [Claims and Cancellation](#)
- [Contact Chubb](#)

Eligibility

You can enroll in GInsure Bill Protect if you fulfill all of the requirements below:

- At least 18-75 years old
- A Filipino or legal Philippine resident
- Have a GCash account
- Paid a biller in Pay Bills via GCash app

Coverage and Benefits

Coverage

All biller categories are eligible for GInsure Bill Protect. You will be covered for **thirty (30) calendar days**, effective on the day of your successful GCash Pay Bills transaction with enrollment to GInsure Bill Protect, after which coverage will end.

| Bill Payment Transaction Date | Insurance Coverage Period | | --- | --- | | November 1, 2019 | November 1 - 30, 2019 |

The following are **not covered** under GInsure Bill Protect - Accidental Death and Permanent Disablement arising from:

- Self-inflicted injury
- Suicide
- Criminal or illegal act
- Being under the influence of alcohol or unprescribed drugs
- HIV/AIDS-related
- Conditions arising from abortion, pregnancy, childbirth, or miscarriage

You may enroll a bill and pay the premium again when you make another GCash bill payment, upon which your coverage will reset for another calendar month. The more bills paid and enrolled under GInsure Bill Protect, the bigger the lump sum benefit amount will be under the covered period.

Benefits

You will be covered **36 times the GCash bill amount paid** if you are unable to earn and settle your payment obligations due to accidental death and permanent disablement.

Sample computation of total benefit:

- Bill Payment Amount: PHP 1,500 x 36 months = PHP 54,000 coverage

The benefit is payable to the GCash account owner who successfully paid a bill and GInsure Bill Protect premium via GCash. It may not be the same individual whose name is reflected on the bill.

In case of the insured's death, it will be payable to the beneficiary designated by the insured, or in the absence of beneficiary designation, to the person or persons in the following order of preference:

- Legal spouse
- Children
- Parents
- Siblings

Example: John pays for his father's bill via his GCash account and enrolls it in GInsure Bill Protect. John is the Insured.

Enrollment and Payment

Enrollment

You can enroll a bill to GInsure Bill Protect as an add-on every time you make a Pay Bills transaction via the GCash app. You can also enroll more than one because the more bills paid and enrolled with GInsure Bill Protect, the bigger the lump sum benefit amount will be under the covered period.

You will receive a **Confirmation of Cover** from our insurance partner, Chubb, within **24-48 hours** after successful enrolment to GInsure Bill Protect as part of your transaction.

You can also visit the MyGInsure page in the GCash app to check your policies.

- Select GInsure > select My GInsure and under > Active Policies select your Bill Protect policy. Take note of your policy number.
- Visit Chubb MyAccount and log in using your policy number and the OTP received via SMS or email. Click "Download" under Policy Details to download a copy of your Confirmation of Cover.

Payment

Note: Payment

The premium is computed as Bill Payment Amount x 0.920%.

| Sample computation of GInsure Bill Protect Premium | | --- | | Sample GCash Bill Payment Amount - Ex. Meralco | PHP 1,500.00 | | + Premium to be added upon checkout (0.920% of bill payment) | PHP 13.80 | | Total Payment at checkout | PHP 1,513.80 |

Note: GCash has a maximum total transaction amount per fully verified user, which is PHP 100,000 per month. Cap for the insurable amount will follow the same limits.

The lump sum benefit cap will hence be: PHP 100,000 x 36 months = PHP 3,600,000

Claims and Cancellation

Claims

To file a claim, prepare the following requirements:

1. Valid ID of the Insured (GCash User) or of the Beneficiary of the GCash User
2. Birth & Death Certificates of the Insured
3. Proof of Relationship to Beneficiary
4. Attending Physician's Report
5. Original Copy of Police Report
6. Notarized Affidavit of Witness
7. Autopsy Report or Medico-Legal Statement

Then, visit the Chubb Claims Centre at www.chubbclaims.com.ph and submit your claim from anywhere and on any device. You will also have real-time access to the status of your claims.

Cancellation

You can request cancellation of your cover during the free-look period which is **within 7 days** from the time of successful Pay Bills transaction with enrollment to GInsure Bill Protect. The premium will be refunded to your GCash wallet in full within this period.

If you would like to cancel Bill Protect, please tap "Chat with Gigi" for assistance.

Contact Chubb

If you have questions about your policy, filing of claims, or status of claims filed:

- You may call the Chubb hotline +63277565410, Monday to Friday, 9:00am – 5:00pm, excluding public holidays.

You may also email gcashcustomerinquiries@chubb.com

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FPG Insurance Personal Accident Protection

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Pru Life UK PRUPersonal Accident

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

4405429296665

Source: <https://help.gcash.com/hc/en-us/articles/4405429296665-GInsure-Bill-Protect>

GInsure Online Shopping Protect Insurance {#ginsure-online-shopping-protect-insurance}

Path: articles/12982084012441-GInsure-Online-Shopping-Protect-Insurance

ADVISORY:

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

Articles in this section

- [Etiqa Full Phone Protection](#)
- [Etiqa Phone Screen Protection](#)
- [Express Send Scam Insurance](#)
- [GCash Card Protect](#)
- [GInsure Online Shopping Protect Insurance](#)
- [PGA Sompo Online Shopping Insurance](#)

Promoted articles

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

GInsure Online Shopping Protect is an exclusive GCash product that insures eligible items due to unforeseen circumstances such as the items getting accidentally damaged, stolen, not delivered, damaged during transit, or if the item is delivered but not as described by the seller.

For a premium of only PHP 34, this product gives you up to PHP 20,000 in total coverage for all eligible items you purchased via GCash Pay Online within 30 days from the date you enrolled to Online Shopping Protect. Eligible items are protected for 60 days from the date you purchased each item.

GInsure Online Shopping Protect Group Policy is underwritten by our insurance partner, Insurance Company of North America, a Chubb company (“Chubb”).

Jump to:

- [Eligibility](#)
- [How to purchase GInsure Online Shopping Protect](#)
- [Claims](#)
- [Cancellation](#)
- [FAQS](#)
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Eligibility

You can avail of this product if you are:

- **At least 18-80 years old**
- A Filipino citizen residing in the Philippines at the time of application
- A Fully Verified GCash user

Coverage

The premium for every enrolment to Online Shopping Protect is PHP 34. Your item is covered under GInsure Online Shopping Protect if:

1. You purchased the item within the eligibility period (**30 days beginning on the date you enrolled** in Online Shopping Protect)
2. The item **costs at least PHP 250** and is included on the list of eligible items in the Online Shopping Protect Group Policy, and
3. The incident you will file a claim for occurred **within 60 days from the date you purchased the item.**

Below is the list of eligible items:

1. New and has not been used when purchased;
2. Not counterfeit or fake goods;
3. Not perishable goods;
4. Not stocks, shares, bonds, currencies or digital assets;
5. Not confiscated or illegally declared by any government, customs or public body;
6. Not animals, livestock or living plants;
7. Not jewelry over PHP5,000.00, watches over PHP5,000.00, precious metals/gemstones, firearms, art, antiques or Collectible items;
8. Not electronic items and equipment over PHP10,000.00, including but not limited to, personal stereos, computers/laptops or computer-related equipment (and software), and mobile phones and their accessories;
9. Not cash or its equivalent, traveller's cheques or tickets;
10. Not classified as real estate;
11. Not motor vehicles, motorcycles/scooters, watercraft or aircraft and any equipment and/or parts necessary for their operation;
12. Not subscription-based where Insured is paying a monthly fee for the services such as but not limited to Netflix, Spotify, YouTube, learning services, cleaning services, and the like; or
13. Not concert tickets.

Purchase GInsure Online Shopping Protect

You can enroll in GInsure Online Shopping Protect when you pay for an item you are buying online via GCash Pay Online. You will see the enrollment tick box and product description on the GCash cashier page when you opt for GCash as a payment method.

You will receive an SMS confirmation and a **Confirmation of Cover** via your GCash registered from our insurance partner, Chubb, within **24-48 hours** after successful enrolment to Online Shopping Protect as part of your webpay transaction.

You can also visit the MyGInsure page in the GCash app to check your policies.

- Select GInsure > select My GInsure and under > Active Policies select your Online Shopping Protect policy. Take note of your policy number.
- Visit Chubb MyAccount and log in using your policy number and the OTP received via SMS or email. Click "Download" under Policy Details to download a copy of your Confirmation of Cover.

If you have already enrolled and are within the 30-day covered purchase period, succeeding online purchases via GCash payment will have the active protection status tag displayed.

Claims

In order to file a claim, you may:

1. Visit the [Chubb Claims Service Portal](#) and follow the steps indicated;
 - Call the Chubb hotline at (02) 775-6541, Monday-Friday from 8:30am - 5:30pm; or
 - Email gcashclaims@chubb.com to file a claim

Note: You can claim any number of times as long as you are within the maximum benefit amount of PHP 20,000 in total within the period of insurance.

Important Guidelines for Filing Claims

||||---|---|| If the item you are claiming for was not delivered, delivered but not as described, or damaged during transit: | You must first contact the Seller to address the issue and get an update on the delivery status or file a dispute/refund request. If you are still not satisfied with the Seller's response and you have not been offered a refund within 60 days from the date you purchased the item, then you have 30 days from this point to report the claim to our insurance partner, Chubb. || If the item you are claiming for was accidentally damaged: | You must report the claim to our insurance partner, Chubb, as soon as you can and within 7 days the incident happened. In your claim form, you must disclose the reason leading to the incident. In some cases, you may be asked to get a quotation from an authorized repairer and have your item repaired. || If the item you are claiming for was stolen: | You must report it to the police or relevant authority within forty-eight (48) hours of the incident and get a police report. You must report the claim to our insurance partner, Chubb, as soon as you can and within 7 days the incident happened. In your claim form, you must disclose the reason leading to the incident. |

Required documents:

- Completed Claim Form
- Any valid proof of purchase from GCash (screenshot of GCash transaction receipt or SMS) showing purchase transaction date and transaction amount
- Copy of invoice/ receipt showing details of the item
- Copy of police report (for stolen items)
- Photo showing damage (for accidentally damaged items)
- Copy of repair invoice (for accidentally damaged items that fall within the category of Electronic Goods above PHP 5,000)
- Actual damaged item (in some cases upon request of the Insurer)

Chubb will get back to you **within 3 working days** with the claims decision from the time you submit your complete set of required documents. Once your claim is approved, it will take 5-7 business days for the funds to be credited to your bank account or for a check to be available.

Cancellation

You can cancel your Online Shopping Protect coverage **within seven (7) calendar days from the date of enrolment**. The premium will be refunded to your GCash wallet **within 72 hours**. If it's within 7 days from the date of enrolment, [submit a ticket](#) and select which refund scenario applies to you. Then provide all the details to assist you with the cancellation of your policy and attach screenshots and supporting documents.

Beyond the said 7-day period, cancellation is no longer allowed and the insurance will continue to be effective (no premium refund). If you have additional questions for cases beyond 7 days, [submit a ticket here](#).

Frequently Asked Questions

Are all my Pay Online transactions eligible for Online Shopping Protect?

GCash is rolling out GInsure Online Shopping Protect to select Pay Online transactions. Eligible transactions will contain the tick box where you can enroll in the insurance. Once enrolled, your items are eligible as long as they are covered by policy provisions.

Who can I contact if I have more questions about my GCash Online Shopping Protect policy?

For inquiries related to GInsure Online Shopping Protect Group Policy, please get in touch with Chubb at this hotline: (02) 775 65410, available on Mondays to Fridays from 8:30am to 5:30pm. For additional questions, please reach out to the ff emails:

- gcashcustomerinquiries@chubb.com (General questions)
- gcashclaims@chubb.com (For Claims)

Why can't I find GInsure Online Shopping Protect when I use GCash Pay Online?

Online Shopping Protect is for eligible GCash users under select GCash Pay Online merchants.

1. To be eligible, you must be between 18 and 80 years old and a fully verified GCash User residing in the Philippines.
2. The GInsure Online Shopping Protect will only appear in select GCash Pay Online Merchants.
3. You must have no active GInsure Online Shopping Protect Policy at the time of your transaction (offer will no longer be visible to those with an active policy)
4. User must select GCash Balance as Payment Method (Product currently not available for GGives, GCredit & Voucher)

Contact Chubb

If you have questions about your policy, filing of claims, or status of claims filed:

- You may call the Chubb hotline +63277565410, Monday to Friday, 9:00am – 5:00pm, excluding public holidays.

You may also email gcashcustomerinquiries@chubb.com

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Source: <https://help.gcash.com/hc/en-us/articles/12982084012441-GInsure-Online-Shopping-Protect-Insurance>

GInvest {#ginvest}

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

GFunds

- [Are there funds on GFunds that pay dividends?](#)

GStocks PH

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GCrypto

[Tap to see all articles](#)

Source: <https://help.gcash.com/hc/en-us/categories/20495893354649-GInvest>

GLife {#glife}

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ADVISORY:

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

[My GLife voucher is not working. What do I do?](#)

[I withdrew money from a game in GLife, but it hasn't been reflected in my GCash wallet. What do I do?](#)

I deposited money into a game on GLife, but now I can't open it. What should I do?

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I can't make a payment in GLife. What do I do?

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I want to request a refund or cancellation for my GLife payment. What do I do?

I'm experiencing issues with Cashback by Findshare. What do I do?

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GLife {#glife}

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GLoan {#gloan}

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

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GLoan Sakto

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Get Help with GLoan

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 - [I am encountering an error in applying for GLoan. What do I do?](#)
 - [I can't make a payment for my GLoan account. What do I do?](#)
 - [I was charged multiple times for one GLoan payment. What do I do?](#)
 - [I still haven't received my GLoan interest cashback after 14 days. What should I do?](#)
- [See all 8 articles](#)

Source: <https://help.gcash.com/hc/en-us/sections/900000959246-GLoan>

GLoan Sakto {#gloan-sakto}

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Source: <https://help.gcash.com/hc/en-us/sections/40719944177817-GLoan-Sakto>

GSave {#gsave}

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

[What are the GSave Interest Rates and Transaction Limits?](#)

Source: <https://help.gcash.com/hc/en-us/sections/360004696233>

GSave {#gsave}

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

[What are the GSave Interest Rates and Transaction Limits?](#)

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GSave {#gsave}

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- [Can I open a CIMB Grow account in GCash?](#)
- [Can I open a GSave by CIMB account?](#)
- [What is the interest rate in GSave by CIMB?](#)
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MySaveUp by BPI

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EzySave+ by Maybank

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 - [How can I make a deposit to my EzySave+ by Maybank account?](#)
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#UNOready @ GCash by UNO Bank

- [How do I link my #UNOready@GCash to the UNO Mobile app?](#)
- [What are the fees or charges for pre-terminating my #UNOready@GCash by UNO Bank time deposit?](#)
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eC-Savings by Cebuana Lhuillier Rural Bank

- [Can I open an eC-Savings GSave account?](#)
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- [What are the deposit and withdrawal limits of my eC-Savings by Cebuana Lhuillier Rural Bank?](#)
- [How can I make a deposit to my eC-Savings GSave account?](#)
- [How can I withdraw from my eC-Savings GSave account?](#)
- [How do I change the mobile number linked to my eC-Savings GSave account? See all 7 articles](#)

Get Help with GSave

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- I can't open an account in GSave. What do I do?
- I can't open my GSave account. What do I do?
- I made a deposit to my GSave account but it still has not been credited to my account. What do I do?
- My GSave Regular Savings dashboard is not loading/not updated. What do I do?

GSave

- What are the GSave Interest Rates and Transaction Limits?

Source: <https://help.gcash.com/hc/en-us/categories/360001959834-GSave>

GSave Overseas by CIMB {#gsave-overseas-by-cimb}

Path: sections/38545535229081-GSave-Overseas-by-CIMB

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How do I apply for a GSave Overseas account?

What are the GSave Overseas Interest Rates?

How do I withdraw from my GSave Overseas account?

How do I deposit in my GSave Overseas account?

How do I delete my GSave Overseas account?

Source: <https://help.gcash.com/hc/en-us/sections/38545535229081-GSave-Overseas-by-CIMB>

GSave by CIMB {#gsave-by-cimb}

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When will my new CIMB Grow interest rate take effect?

I want to upgrade to CIMB Grow but the app says I am not eligible. What do I have to do to become eligible?

Can I open a CIMB Grow account in GCash?

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GScore {#gscore}

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

See more

Promoted articles

- What are the steps to get a Fully Verified GCash account?
- Accepted IDs for GCash Verification

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

GScore is a score that reflects how active you are in using GCash's products and features. Your GScore is unique to your mobile number and cannot be transferred. Your new SIM activities would be the basis for your current GScore.

Jump to:

- [How GScore is computed](#)
- [Increase or maintain your GScore](#)
- [Where to find GScore](#)

How GScore is computed

It is the trust rating computed for you based on the various activities you do in GCash such as maintaining an active wallet balance, paying your bills, using GSave, GInvest, and GInsure. Metered scoring is not yet available as no score assures the unlocking of lending products. Our system regularly updates your GScore weekly based on your recent activities, which can be seen in the GCash app.

If you've availed of a product before such as **GCredit, GGives, or GLoan, and it becomes unavailable**, there may have been certain policies or scoring metrics that you **did not meet to qualify for GCredit/GGives/GLoan**. Each of the products has its own specific policies in place.

Increase or maintain your GScore

Your GScore is not computed solely based on the frequency of your usage but considers various components to generate your user score. It is based on your frequent GCash activity, maintaining balance, loan performance (early/on-time payments), habitual payment of bills, regular savings and investments, and your purchase of insurance products.

|||| --- | --- || Verify your account | Fully verified users gain access to a wide range of services in the GCash app. All you need is a Valid ID (not expired) and a selfie.

Read [Get Fully Verified](#) to learn how to fully verify your GCash Account || Cash in regularly | Keep a healthy wallet balance and fund your GCash account by cashing in regularly.

[Learn the different ways you can Cash In](#) || Always use GCash for your transactions | Use GCash services such as Pay Online and Pay Bills || Invest in GInvest frequently | Grow your money for as low as PHP 50 and gain access to the products of the country's most trusted investment companies.

[Learn more about the different GInvest products here](#) || Make GSave deposits regularly | Save for your future with GSave. Grow your savings quickly and enjoy a high interest rate with any amount you deposit.

[Learn more about the different GSave products here](#) || Purchase GInsure Products | GInsure is the one-stop shop for all your insurance needs. You will find different insurance products like life, health, car, and many more provided by our different partners to best fit your needs.

[Learn more about the different GInsure products here](#) || *Pay your GCredit, GLoan,

and/or GGives dues early or on time | Not paying on time will also make you ineligible for any future credit transactions until you have paid your total amount due | | *Maximize your GCredit line | Spend as much as you are allowed by GCredit |

*For active GCredit, GGives, and GLoan users

Where to find GScore

To find your GScore, go to your GCash App and tap **Profile > GScore**.

Need more help?

If you have additional concerns about GScore, [click here to ask for help](#) and we'd be glad to assist you.

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

360017566894

Source: <https://help.gcash.com/hc/en-us/articles/360017566894-GScore>

GStocks PH {#gstocks-ph}

Path: sections/12736977790233

ADVISORY:

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

Get Started with GStocks PH

- [Can I open a GStocks PH account?](#)
- [What are the features of ABCSI Online Trading Platform in GStocks PH?](#)
- [How can I upgrade my Basic GStocks PH account to Full GStocks PH account?](#)

Top-up or Withdraw with GStocks PH

- [How can I top up my GStocks PH account?](#)
- [How can I withdraw from my GStocks PH Wallet account?](#)

Buy or Sell Philippine Stocks via GStocks PH

- [How can I buy PH stocks in GStocks PH?](#)
- [How can I sell PH stocks in GStocks PH?](#)
- [How do I check the status of my GStocks PH order?](#)
- [How can I change or cancel my GStocks PH order?](#)
- [What are the GStocks PH buy and sell fees I need to know about? See all 6 articles](#)

Manage your GStocks PH Account

- [How can I update my account information in my GStocks PH account?](#)
- [Are there dividend stocks available in GStocks PH?](#)
- [What are the applicable cash or property dividend taxes in GStocks PH?](#)
- [Can I transfer stockholdings to another Philippine stock brokerage firm in GStocks PH?](#)
- [How can I close my GStocks PH account?](#)

Get Help with GStocks PH

- [I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?](#)
- [My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?](#)
- [I can't access my GStocks PH account. What do I do?](#)
- [I can't open an account in GStocks PH. What do I do?](#)
- [How can I follow up on my GStocks PH account? See all 9 articles](#)

Source: <https://help.gcash.com/hc/en-us/sections/12736977790233>

GStocks PH {#gstocks-ph}

Path: sections/12736977790233-GStocks-PH

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Top-up or Withdraw with GStocks PH

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Buy or Sell Philippine Stocks via GStocks PH

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- [How do I check the status of my GStocks PH order?](#)
- [How can I change or cancel my GStocks PH order?](#)
- [What are the GStocks PH buy and sell fees I need to know about? See all 6 articles](#)

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

Get Help with GStocks PH

- [I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?](#)
- [My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?](#)
- [I can't access my GStocks PH account. What do I do?](#)
- [I can't open an account in GStocks PH. What do I do?](#)
- [How can I follow up on my GStocks PH account? See all 9 articles](#)

Source: <https://help.gcash.com/hc/en-us/sections/12736977790233-GStocks-PH>

General {#general}

Path: sections/900001511383-General

ADVISORY:

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[What is GIInsure?](#)

[Contact your GIInsure Insurance Provider](#)

Source: <https://help.gcash.com/hc/en-us/sections/900001511383-General>

Get Fully Verified with GCash Overseas {#get-fully-verified-with-gcash-overseas}

Path: articles/28753574565145-Get-Fully-Verified-with-GCash-Overseas

ADVISORY:

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

Articles in this section

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

Promoted articles

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

After creating your account, verify your GCash Overseas account to unlock and start using GCash services.

Follow the steps below to verify your GCash Overseas account:

1. On your GCash app, input your number and your MPIN
2. Tap **Get Started** and read through the following reminders
3. Complete the information needed and tap **Next**
4. Select a valid Philippine government-issued ID
5. Take a picture of the ID and tap **Submit**
6. Tap **Next** and take a selfie scan
7. Complete the information needed and tap **Next**
8. Review your information and tap **Confirm**
9. Prepare the following documents and select **Upload Documents Now**
10. Attach your supporting documents and tap **Submit**
11. You will receive an SMS notification about the status of your application.

Learn more about the [countries and list of services available to GCash Overseas users](#).

[Previous](#)

[Register to GCash Overseas](#)

[Next](#)

[How to use GCash Overseas](#)

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

28753574565145

Source: <https://help.gcash.com/hc/en-us/articles/28753574565145-Get-Fully-Verified-with-GCash-Overseas>

Get Help with Bank Transfer {#get-help-with-bank-transfer}

Path: sections/35089775789977-Get-Help-with-Bank-Transfer

ADVISORY:

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

[Someone transferred to my bank using their GCash, but I didn't receive it](#)

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

[I accidentally transferred from my GCash to the wrong bank account. What do I do?](#)

[I can't transfer money to another bank using GCash. What do I do?](#)

Source: <https://help.gcash.com/hc/en-us/sections/35089775789977-Get-Help-with-Bank-Transfer>

Get Help with Bills {#get-help-with-bills}

Path: sections/30283136376217-Get-Help-with-Bills

ADVISORY:

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

I can't pay bills using GCash. What do I do?

I did not receive my top-up after using Bills. What do I do?

My GCash bill payment was not posted or confirmed by the biller. What do I do?

I was charged multiple times for my bills payment. What do I do?

I entered the wrong details when paying my bills with GCash. What do I do?

My GCash bills payment failed. What do I do?

How much is the transaction fee for my bills payment in GCash?

I can't save scheduled bills or favorite billers. What do I do?

Source: <https://help.gcash.com/hc/en-us/sections/30283136376217-Get-Help-with-Bills>

Get Help with GCash Card {#get-help-with-gcash-card}

Path: sections/30287068733721-Get-Help-with-GCash-Card

ADVISORY:

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

I can't order a GCash Card. What do I do?

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

I paid using my GCash Card but it's not reflecting yet. What should I do?

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

My GCash Card is not being accepted by a merchant for payment. What do I do?

I want a refund for a purchase I made using my GCash Card

I can't withdraw using my GCash Card. What do I do?

My GCash Card got stuck in the ATM. What do I do?

The ATM did not release any money after withdrawing using my GCash Card

I can't link my GCash Card to my GCash account. What do I do?

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

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

How do I transfer my linked GCash VISA/Mastercard Card to a new mobile number?

I can't apply my GCash Card promo voucher when ordering a card. What do I do?

Source: <https://help.gcash.com/hc/en-us/sections/30287068733721-Get-Help-with-GCash-Card>

Get Help with GCredit {#get-help-with-gcredit}

Path: sections/39994635334809-Get-Help-with-GCredit

ADVISORY:

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

I am encountering an error in applying for GCredit. What do I do?

Why am I not qualified for GCredit?

I already paid my GCredit but it's not reflecting yet. What should I do?

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

I can't make a payment for my GCredit account. What do I do?

I was charged a penalty or additional fee even though I paid my GCredit on time. What do I do?

I have a concern with GCredit's partner collection agencies. What should I do?

Source: <https://help.gcash.com/hc/en-us/sections/39994635334809-Get-Help-with-GCredit>

Get Help with GCrypto {#get-help-with-gcrypto}

Path: sections/31268609167001-Get-Help-with-GCrypto

ADVISORY:

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

My crypto transaction has not been reflected in my GCrypto Wallet. What do I do?

I can't send or receive crypto in GCrypto. What do I do?

I topped up my GCrypto wallet but it has not been reflected yet. What do I do?

I can't access my GCrypto account. What do I do?

I can't buy/sell on GCrypto. What do I do?

I didn't receive a verification code for my GCrypto order. What do I do?

I can't open an account in GCrypto. What do I do?

Source: <https://help.gcash.com/hc/en-us/sections/31268609167001-Get-Help-with-GCrypto>

Get Help with GFunds {#get-help-with-gfunds}

Path: sections/30830586318745-Get-Help-with-GFunds

ADVISORY:

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

My Sell Order has not been reflected in my GFunds account. What do I do?

I can't buy or sell funds in GFunds. What do I do?

I can't open a GFunds account. What do I do?

I can't access my GFunds account. What do I do?

Why am I not qualified for GFunds?

My Buy Order has not been reflected in my GFunds account. What do I do?

Source: <https://help.gcash.com/hc/en-us/sections/30830586318745-Get-Help-with-GFunds>

Get Help with GGives {#get-help-with-ggives}

Path: sections/40010242333081-Get-Help-with-GGives

ADVISORY:

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

Why am I not qualified for GGives?

I am encountering an error in applying for GGives. What do I do?

I already paid my GGives but it's not reflecting yet. What should I do?

I can't make a payment for my GGives account. What do I do?

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

I still haven't received my GGives interest cashback after 14 days. What should I do?

I was charged a penalty or additional fee even though I paid my GGives on time. What do I do?

I have a concern with GGives' partner collection agencies. What should I do?

Source: <https://help.gcash.com/hc/en-us/sections/4001024233081-Get-Help-with-GGives>

Get Help with GLoan {#get-help-with-gloan}

Path: sections/39050559379737-Get-Help-with-GLoan

ADVISORY:

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

Why am I not eligible for GLoan?

I am encountering an error in applying for GLoan. What do I do?

I can't make a payment for my GLoan account. What do I do?

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

I still haven't received my GLoan interest cashback after 14 days. What should I do?

I was charged a penalty or additional fee even though I paid my GLoan on time. What do I do?

I already paid my GLoan but it's not reflecting yet. What should I do?

I have a concern with GLoan's partner collection agencies. What should I do?

Source: <https://help.gcash.com/hc/en-us/sections/39050559379737-Get-Help-with-GLoan>

Get Help with GSavE {#get-help-with-gsave}

Path: sections/30240913640473-Get-Help-with-GSave

ADVISORY:

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

I made a withdrawal from my GSave account but it still has not been credited to my GCash wallet. What do I do?

I can't open an account in GSave. What do I do?

I can't open my GSave account. What do I do?

I made a deposit to my GSave account but it still has not been credited to my account. What do I do?

My GSave Regular Savings dashboard is not loading/not updated. What do I do?

Source: <https://help.gcash.com/hc/en-us/sections/30240913640473-Get-Help-with-GSave>

Get Help with GStocks PH {#get-help-with-gstocks-ph}

Path: sections/12859366992025-Get-Help-with-GStocks-PH

ADVISORY:

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

I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?

My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?

I can't access my GStocks PH account. What do I do?

I can't open an account in GStocks PH. What do I do?

How can I follow up on my GStocks PH account?

I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?

I can't buy or sell in GStocks PH. What do I do?

My Buy Order has not been reflected in my GStocks PH account. What do I do?

My GStocks PH buy or sell order was rejected. What do I do?

Source: <https://help.gcash.com/hc/en-us/sections/12859366992025-Get-Help-with-GStocks-PH>

Get Help with Gigs by Raket {#get-help-with-gigs-by-raket}

Path: articles/30083648502553-Get-Help-with-Gigs-by-Raket

ADVISORY:

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

Articles in this section

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

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

If you have issues or questions about Gigs by Raket related to the screening process, orders, warnings, and violations, cancellations, and disputes, please email compliance@raket.ph For technical or general concerns about Gigs by Raket such as tickets and bugs, please email support@raket.ph

Need more Help?

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

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

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- [Get Help with Gigs by Raket](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30083648502553-Get-Help-with-Gigs-by-Raket>

Get Help with Load {#get-help-with-load}

Path: sections/30280241685657-Get-Help-with-Load

ADVISORY:

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

I can't buy load using GCash. What do I do?

I didn't receive my telco or non-telco load. What do I do?

I bought load on GCash but entered the wrong number or details. What do I do?

I received the wrong or incomplete load credit. What do I do?

I was charged multiple times when I bought load on GCash. What do I do?

The E-PIN I bought from GCash was invalid. What do I do?

Source: <https://help.gcash.com/hc/en-us/sections/30280241685657-Get-Help-with-Load>

Get Help with Send Money {#get-help-with-send-money}

Path: sections/30953714060825-Get-Help-with-Send-Money

ADVISORY:

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

What is the GCash Express Send Transaction Limit?

Express Send Transaction Limit FAQS

I've exceeded my Express Send transaction limit in GCash. What do I do?

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

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

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

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

Source: <https://help.gcash.com/hc/en-us/sections/30953714060825-Get-Help-with-Send-Money>

Get Started with GCash {#get-started-with-gcash}

Path: sections/360004657594-Get-Started-with-GCash

ADVISORY:

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

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

[Create a GCash Jr account](#)

[I can't create or register for a GCash account. What do I do?](#)

[I'm trying to create a GCash account but it's asking for an MPIN. What should I do?](#)

[Is there a minimum maintaining balance required to use GCash?](#)

[There is another GCash account using my number. What do I do?](#)

[Why do I need to provide a selfie for my GCash account?](#)

Source: <https://help.gcash.com/hc/en-us/sections/360004657594-Get-Started-with-GCash>

Get Started with GCash {#get-started-with-gcash}

Path: articles/19577792850457-Get-Started-with-GCash

ADVISORY:

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

Articles in this section

- [My GCash payment or transaction was unsuccessful but my wallet was deducted. How do I get a refund?](#)
- [Differences between Send Money, Bank Transfer, Cash In, Cash Out](#)
- [Manage your GCash account](#)
- [GCash Features for Basic vs Fully Verified Accounts](#)
- [Get Started with GCash](#)
- [Reach your Money Goals](#)
- [Protect Your GCash Account](#)

Promoted articles

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

What is GCash?

GCash is a **finance super-app** that lets you easily manage your money by sending and receiving cash, paying bills, shopping online, investing, and many more—all in one place.

How to create a GCash account

Learn how to set up your GCash account.

There are different GCash account types. Check out which one applies to you:

Regular GCash Account: For GCash users 18 years old and above with a Philippine-based SIM

GCash Jr: For GCash users 7 to 17 years old with a Philippine-based SIM

GCash Overseas: For Filipinos with a foreign-based SIM where [GCash Overseas](#) is available.

Wallet and Transaction Limits

Once you create a GCash account, you'll start with a Basic Profile. Learn about the wallet and transaction limits for Basic versus Fully Verified accounts.

||||| --- | --- | --- || **Basic Profile** | **Fully Verified Account** || Wallet Limit | PHP 10,000 | PHP 100,000 || Incoming Transaction Limit | PHP 5,000 | PHP 100,000 || Outgoing Transaction Limit | PHP 5,000 | PHP 100,000 |

You can check your Wallet & Transaction Limits through the GCash app by tapping **Profile > Profile Limits**.

Get Fully Verified

Enjoy all the features of GCash and higher wallet and transaction limits when you Fully Verify your GCash account.

Here's a quick guide on how to fully verify your GCash account.

1. **Log in to GCash:** Open the app and sign in.
2. **Go to Verification:** Tap **Profile > Verify Now**

3. **Submit a valid ID and selfie:** Scan an accepted valid government ID for verification and prepare for a selfie
4. **Wait for the approval:** GCash will review your documents and notify you via SMS about your verification status.

To learn more, please visit [Get a Fully Verified GCash Account](#).

Related to

- [gcash guide](#)

[Previous](#)

GCash Features for Basic vs Fully Verified Accounts

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Reach your Money Goals

- [My GCash payment or transaction was unsuccessful but my wallet was deducted. How do I get a refund?](#)
- [Differences between Send Money, Bank Transfer, Cash In, Cash Out](#)
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- [Reach your Money Goals](#)
- [Protect Your GCash Account](#)

19577792850457

Source: <https://help.gcash.com/hc/en-us/articles/19577792850457-Get-Started-with-GCash>

Get Started with GCash Overseas {#get-started-with-gcash-overseas}

Path: sections/28749212298393-Get-Started-with-GCash-Overseas

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[GCash Overseas Available Countries and Services](#)

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[How to use GCash Overseas](#)

Source: <https://help.gcash.com/hc/en-us/sections/28749212298393-Get-Started-with-GCash-Overseas>

Get Started with GCredit {#get-started-with-gcredit}

Path: sections/31108469475993-Get-Started-with-GCredit

ADVISORY:

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

[How much can I borrow with GCredit?](#)

[Can I apply for GCredit?](#)

[What are the interest rates in GCredit?](#)

[How can I use GCredit to pay?](#)

[How can I increase my GCredit limit?](#)

Source: <https://help.gcash.com/hc/en-us/sections/31108469475993-Get-Started-with-GCredit>

Get Started with GCrypto {#get-started-with-gcrypto}

Path: sections/31268546023833-Get-Started-with-GCrypto

ADVISORY:

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

[Can I open a GCrypto account?](#)

[What coins can I trade in GCrypto?](#)

[What are the GCrypto Networks and Fees I need to know about?](#)

Source: <https://help.gcash.com/hc/en-us/sections/31268546023833-Get-Started-with-GCrypto>

Get Started with GFunds {#get-started-with-gfunds}

Path: sections/30828845027225-Get-Started-with-GFunds

ADVISORY:

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

[How can I apply for GFunds?](#)

[What is the Risk Profile Questionnaire \(RPQ\) in GFunds?](#)

[What investment products are available on GFunds?](#)

[Does GFunds have a minimum maintaining balance to keep funds?](#)

[What are the GFunds fees I need to know about?](#)

[What is the Net Asset Value per Unit \(NAVPU\) of a Fund in GFunds?](#)

Source: <https://help.gcash.com/hc/en-us/sections/30828845027225-Get-Started-with-GFunds>

Get Started with GGives {#get-started-with-ggives}

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ADVISORY:

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

[Can I apply for GGives?](#)

[How much can I borrow with GGives?](#)

[What are the GGives fees I need to know about?](#)

[How can I use GGives to pay?](#)

[How can I increase my GGives limit?](#)

Source: <https://help.gcash.com/hc/en-us/sections/30661545601177-Get-Started-with-GGives>

Get Started with GLoan {#get-started-with-gloan}

Path: sections/29181899603225-Get-Started-with-GLoan

ADVISORY:

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

[How much can I borrow with GLoan?](#)

[Can I apply for a GLoan?](#)

[What are the GLoan fees I need to know about?](#)

[Why is my next GLoan offer smaller than the last one?](#)

Source: <https://help.gcash.com/hc/en-us/sections/29181899603225-Get-Started-with-GLoan>

Get Started with GStocks PH {#get-started-with-gstocks-ph}

Path: sections/12859245799577-Get-Started-with-GStocks-PH

ADVISORY:

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

[Can I open a GStocks PH account?](#)

[What are the features of ABCSI Online Trading Platform in GStocks PH?](#)

[How can I upgrade my Basic GStocks PH account to Full GStocks PH account?](#)

Source: <https://help.gcash.com/hc/en-us/sections/12859245799577-Get-Started-with-GStocks-PH>

Get Started with the GCash Card {#get-started-with-the-gcash-card}

Path: sections/360004657714-Get-Started-with-the-GCash-Card

ADVISORY:

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

[What can I do with my GCash VISA/Mastercard Card?](#)

[How can I order a GCash VISA Card?](#)

Can GCash deliver my GCash Card to my location?

How do I withdraw cash using my GCash VISA/Mastercard Card?

GCash Card Fast FAQS

Source: <https://help.gcash.com/hc/en-us/sections/360004657714-Get-Started-with-the-GCash-Card>

Get help with Cash In {#get-help-with-cash-in}

Path: sections/20495739400217-Get-help-with-Cash-In

ADVISORY:

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

Why does my bank account unlink from GCash even though I already linked it before?

I cashed in using international remittance but I didn't receive the money. What do I do?

What are the GCash Cash In fees I need to know about?

I cashed in to the wrong GCash account. What can I do?

I transferred money or cashed in from a bank or e-wallet but I didn't receive the money. What do I do?

I cannot link my bank to GCash. What do I do?

I can't cash in to my GCash wallet. What do I do?

Source: <https://help.gcash.com/hc/en-us/sections/20495739400217-Get-help-with-Cash-In>

Get help with my Cash Out {#get-help-with-my-cash-out}

Path: sections/39566614572441-Get-help-with-my-Cash-Out

ADVISORY:

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My QR code is expired or invalid when using RCBC Scan to Withdraw. What should I do?

Source: <https://help.gcash.com/hc/en-us/sections/39566614572441-Get-help-with-my-Cash-Out>

Gigs by Raket {#gigs-by-raket}

Path: sections/46127251953561-Gigs-by-Raket

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[How do I find freelancers for my project on Raket Marketplace?](#)

[How can I post my service on the Raket Marketplace?](#)

[Get Help with Gigs by Raket](#)

Source: <https://help.gcash.com/hc/en-us/sections/46127251953561-Gigs-by-Raket>

Goals {#goals}

Path: sections/19291333000601-Goals

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[Singlife Cash for Goals](#)

[Singlife Cash for Goals \(Education\)](#)

[Singlife Ready, Set, Grow](#)

Source: <https://help.gcash.com/hc/en-us/sections/19291333000601-Goals>

HODL and Win USDC Promo {#hodl-and-win-usdc-promo}

Path: articles/38890687827609-HODL-and-Win-USDC-Promo

ADVISORY:

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Articles in this section

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

[See more](#)

Promoted articles

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

Join the HODL and Win USDC Promo from **March 3, 2025 to April 27, 2025**, for a chance to win awesome prizes, including a grand prize of PHP 1,000,000 in USDC!

Eligibility

You can join if you're a Fully Verified GCash user and have at least 1 USDC in your GCrypto wallet.

How to Join

To enter the raffle, buy USDC in GCrypto or transfer USDC to your wallet. The more USDC you hold, the more raffle entries you get:

- 1 USDC = 1 entry
- 10 USDC = 5 entries
- 1000 USDC = 50 entries

Prizes

- **Weekly Prizes:** - 50 winners will get 20 USDC each week.
 - Weekly winners will be announced the following Wednesday of the week.
- **Grand Prize:** One winner will get PHP 1,000,000 in USDC.

Winners will receive the prize money in the form of USDC. It will be transferred to their respective GCrypto wallets a week after the announcement of the winners.

Draws

- **Weekly Draws** occur every Sunday at 11:59 PM
- **Grand Prize Draw** will happen on March 21, 2025, at 11:59 PM

Winners will be announced via the [official GCash Facebook page](#).

- [USDC Promo Terms.pdf 100 KB Download](#)

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Lucky Pay Bills Promo

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Load Voucher Promo for Verification

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

38890687827609

Source: <https://help.gcash.com/hc/en-us/articles/38890687827609-HODL-and-Win-USDC-Promo>

Health {#health}

Path: sections/19290665194009-Health

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[Buy Load Insurance](#)

[Oona Big 3 Critical Illness Insurance](#)

[Oona Infinity Travel Insurance](#)

[FWD The One Life Insurance Cover](#)

FWD BIG 3 Critical Illness Insurance

Singlife 3-in-1 Protection Plan

Singlife 100 in 1 Medical

Singlife Cash for Medical Costs

Source: <https://help.gcash.com/hc/en-us/sections/19290665194009-Health>

Hindi pa verified ang GCash account ko pagkatapos ng 3 araw Ano ang gagawin ko {#hindi-pa-verified-ang-gcash-account-ko-pagkatapos-ng-3-araw-ano-ang-gagawin-ko}

Path: articles/42822435136665-Hindi-pa-verified-ang-GCash-account-ko-pagkatapos-ng-3-araw-Ano-ang-gagawin-ko

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- [Accepted IDs for GCash Verification](#)
- [I don't have accepted IDs for GCash verification. What do I do?](#)
- [I'm having issues with using my ePhil ID \(Paper type\) or Digital National ID to verify my GCash account](#)
- [Ano ang mga steps para makakuha ng Fully Verified na GCash Account?](#)
- [How can I submit additional documents for my GCash Jr. verification?](#)
- [Hindi pa verified ang GCash account ko pagkatapos ng 3 araw. Ano ang gagawin ko?](#)
- [My GCash account is still not verified after 3 days. What do I do?](#)
- [My GCash account verification failed. What should I do?](#)
- [Why did I receive a notification to update my GCash account information?](#)

[See more](#)

Promoted articles

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

Pagkatapos mo mag-apply ng verification, **aabot ng hanggang 3 araw** para i-review ang iyong application. Makakatanggap ka ng SMS update pagkatapos ng 3 araw.

Kung matagal ang verification mo, ito ang mga pwede mong gawin para malaman kung bakit na-delay at paano ayusin ang mga pending na GCash verification issues.

Pumunta sa GCash app at i-tap ang **Profile > Verify Now** at tingnan kung ano ang nakikita mo sa verification page.

Upgrade your GCash. Verify Now

Kung nakita ito, ibig sabihin ay baka:

- **Hindi pa nasisimulan** ang verification process.
- **Hindi natapos** ang huling verification attempt.
- Tapos ka na sa process, pero **na-reject ang huling application**.

I-tap ang **Verify Now** sa ibaba ng screen para simulan o ituloy ang verification process. Makakakuha ka ng SMS update tungkol sa verification mo sa loob ng 3 araw.

Please Complete Your Verification

Kailangan namin ng **dagdag na dokumento** mula sa'yo bago namin maiproseso ang application mo. I-tap ang **“Continue Verification”** para makita kung anong mga dokumento ang kailangan at i-submit ito sa loob ng **10 araw** para matapos ang verification.

Kapag na-submit mo na ang mga dokumento, maghintay ng SMS update mula sa amin sa loob ng **4 araw**. Kung hindi naipasa ang mga dokumento sa loob ng 10 araw, kailangan mong ulitin ang verification process.

We're Verifying Your Account

Ibig sabihin ay natanggap na namin ang application mo at ito ay nire-review na. Ang pag-check nito ay umaabot ng hanggang **3 araw**. Makakatanggap ka ng text message tungkol sa application mo.

Kung lumampas na ng 3 araw at wala ka pa ring natatanggap na update, i-click ito para i-follow up ang status ng verification mo. Siguraduhing i-screenshot ang verification page mo at i-attach ang photo nito kapag nag-submit ka ng ticket.

Need More Help?

Para sa iba pang katanungan o concerns, tingnan ang mga sumusunod na articles:

- 👉 What are the steps to get a fully verified account?
- 👉 Accepted IDs for GCash Verification
- 👉 My GCash account verification failed. What should I do?

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How can I submit additional documents for my GCash Jr. verification?

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My GCash account is still not verified after 3 days. What do I do?

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- [I don't have accepted IDs for GCash verification. What do I do?](#)
- [I'm having issues with using my ePhil ID \(Paper type\) or Digital National ID to verify my GCash account](#)
- [Ano ang mga steps para makakuha ng Fully Verified na GCash Account?](#)
- [How can I submit additional documents for my GCash Jr. verification?](#)
- [Hindi pa verified ang GCash account ko pagkatapos ng 3 araw. Ano ang gagawin ko?](#)
- [My GCash account is still not verified after 3 days. What do I do?](#)
- [My GCash account verification failed. What should I do?](#)
- [Why did I receive a notification to update my GCash account information?](#)
- [What happens if I don't fully verify my GCash account?](#)
- [Can I get fully verified on GCash offline?](#)

42822435136665

Source: <https://help.gcash.com/hc/en-us/articles/42822435136665-Hindi-pa-verified-ang-GCash-account-ko-pagkatapos-ng-3-araw-Ano-ang-gagawin-ko>

How can I activate my eSIM after buying it on GCash {#how-can-i-activate-my-esim-after-buying-it-on-gcash}

Path: articles/34183170218393-How-can-I-activate-my-eSIM-after-buying-it-on-GCash

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- [How can I use GCash to buy load?](#)
- [What are the telco load convenience fees in GCash?](#)

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

You can activate your eSIM from GCash by following the steps below:

Set up a local eSIM (SMART or TNT)

After you purchase your local eSIM from GCash, you'll get a special code via SMS. Go to your web browser and type [reglink.me/\(code\)](https://reglink.me/(code))

Example: "<https://reglink.me/123yu8h62najs>"

Set up an international eSIM

After you purchase your international eSIM from GCash, you'll get instructions via SMS similar to:

"To Add eSIM: Cellular > Add eSIM > Use QR code > Enter details manually SM-DP+: smdp.io Activation Code: K2-IZC8YR-Z5KX11 Visit GCash Help Center for more details."

Set up your eSIM manually (Android/iOS)

Android

1. On your Android homepage, tap **Settings > Connections**
2. Select **SIM Manager**
3. Tap **Add eSIM > Scan QR Code**
4. Select **Enter Activation Code**
5. Enter the Activation Code sent via SMS

Note: Ensure Mobile Data is set to the eSIM via SIM Manager

iOS

1. On your Apple homepage, tap **Settings > Cellular**
2. Select **Add eSIM**
3. Tap **Use QR Code > Enter Details Manually**
4. Enter the **SM-DP+** and **Activation Code** sent via SMS

Once you're done, make sure that the eSIM is the one being used in "Cellular Data."

Need more Help?

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

- [How can I use GCash to buy load?](#)
- [What are the telco load convenience fees in GCash?](#)
- [I can't buy load using GCash. What do I do?](#)

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34183170218393

Source: <https://help.gcash.com/hc/en-us/articles/34183170218393-How-can-I-activate-my-eSIM-after-buying-it-on-GCash>

How can I add save my favorite billers in GCash {#how-can-i-add-save-my-favorite-billers-in-gcash}

Path: articles/30283013296793-How-can-I-add-save-my-favorite-billers-in-GCash

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- [How do I pay my bills using GCash?](#)
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- [How do I schedule my bills payment in GCash?](#)

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Save up to five (**5**) **billers on GCash**, including their name and account number, for faster and error-free payments. There is no need to re-enter details every time you pay bills with saved billers.

How to add or save your favorite billers:

1. On your GCash App, tap Bills > **Add Biller**

2. Choose your biller from the category or search for it
3. Enter the required details and tap **Next**
4. Review biller details and tap **Save**

Once saved, the biller will appear in your Saved Billers list under the Pay Bills section of the GCash app.

You can now select the biller, enter the amount, and proceed with payment.

Need more Help?

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

- [I can't save scheduled bills or favorite billers. What do I do?](#)
- [How do I schedule my bills payment in GCash?](#)
- [How do I pay my bills using GCash?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30283013296793-How-can-I-add-save-my-favorite-billers-in-GCash>

How can I apply for GFunds {#how-can-i-apply-for-gfunds}

Path: articles/360017753033-How-can-I-apply-for-GFunds

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- What is the Net Asset Value per Unit (NAVPU) of a Fund in GFunds?

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- What are the steps to get a Fully Verified GCash account?
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GFunds is an investment product that lets users invest in trusted companies for FREE via the GCash app.

Who are qualified to use GFunds

You are qualified for GFunds if you are:

- At least 18 years old
- A Fully Verified GCash user

Note: You cannot use a payroll account to open a GFunds account.

For **dual citizens** and **US citizens**, investing in the following GFunds global funds is restricted:

||||---|---|| **ATRAM Trust Corporation | BPI Investment Management Inc.** ||
 ATRAM Philippine Sustainable Development and Growth Fund | ALFM Global Multi-Asset Income Fund || ATRAM Global Consumer Trends Feeder Fund | Philippine Stock Index Fund || ATRAM Global Technology Feeder Fund ||| ATRAM Global Health Care Feeder Fund ||| ATRAM Global Equity Opportunity Feeder Fund ||

Follow the steps below to start using GFunds:

1. On your GCash app, tap **GInvest > GFunds**
2. Enter your email address and tap **Proceed**
3. Answer the **Risk Profile Questionnaire > Next**
4. Confirm that you are **NOT a US citizen > Next**
5. Review your details and answers. Agree to the **terms and conditions** and tap **Next**

You'll see your risk profile and will be notified by email and SMS once your GFunds registration is approved. Approval may take as fast as **15 minutes** or as long as **2 business days** if there are system issues with our partner provider.

Note: Opening any GFunds account will qualify you for a GCash wallet and transaction limit increase to PHP500,000.

Need more Help?

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

- What investment products are available on GFunds?
- Does GFunds have a minimum maintaining balance to keep funds?

- [What are the GFunds fees I need to know about?](#)

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What is the Risk Profile Questionnaire (RPQ) in GFunds?

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- [What are the GFunds fees I need to know about?](#)
- [What is the Net Asset Value per Unit \(NAVPU\) of a Fund in GFunds?](#)

360017753033

Source: <https://help.gcash.com/hc/en-us/articles/360017753033-How-can-I-apply-for-GFunds>

How can I apply for Jobs on GCash {#how-can-i-apply-for-jobs-on-gcash}

Path: articles/19171464377369-How-can-I-apply-for-Jobs-on-GCash

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

Jobs is a new feature in the GCash app that allows users to **apply for job opportunities or earn extra income by referring someone to a job**. This feature is powered by **PasaJob**.

Eligibility

To access the **Jobs** feature, you must meet the following requirements:

- Be a **Fully Verified** GCash user
- Be at least **18 years old**

How to apply for Jobs

To access and apply for employment, follow the steps below:

1. Open the **GCash app**, tap **View All Services > Jobs**
2. Browse through available job opportunities or choose to refer someone for a job

After you apply or successfully refer someone for a job, you will receive an email notification from **PasaJob**. These emails will be sent from the following official email addresses:

- pasajob-alerts@pasajob.com
- team@pasajob.com

Need more Help?

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

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

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

19171464377369

Source: <https://help.gcash.com/hc/en-us/articles/19171464377369-How-can-I-apply-for-Jobs-on-GCash>

How can I buy PH stocks in GStocks PH {#how-can-i-buy-ph-stocks-in-gstocks-ph}

Path: articles/17532438364057-How-can-I-buy-PH-stocks-in-GStocks-PH

ADVISORY:

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Articles in this section

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- [What are the GStocks PH buy and sell fees I need to know about?](#)
- [What is the minimum quantity for a buy order in GStocks PH?](#)

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

Buying stocks through GStocks PH lets you invest in Philippine-based stocks directly from your GCash app via AB Capital Securities, Inc. (ABCSI).

Before you can buy stocks, make sure to [top up your GStocks PH Wallet](#) using your GCash Wallet.

Terms to know before buying GStocks

||||---|---|| **Limit Order** | You may create a Limit Order when you want to set the maximum or minimum price at which you are willing to buy or sell a stock. || **Day Order** | Buy or Sell Orders created through GStocks PH are all Day Orders, which means that if they did not match or were not filled during the day's trading session, they will expire. Other order types (i.e. GTC, GTM, GTW) will eventually be available. || **Limit Day Order** | You set a fixed buy or sell price when you create an order, and your orders expire at the end of the day.

Note: This is the only order type offered at the moment. || **PSE Trading Hours** | The PSE trading hours are from **9:30 am to 12:00 pm and 1:00 pm to 2:45 pm** Philippine Standard Time (GMT+08:00), from Monday to Friday (excluding holidays). |

How to buy PH stocks in GStocks PH

To buy PH Stocks with GStocks PH, follow the steps below:

1. On your GStocks PH dashboard tap **AB Capital Securities Inc.**
2. Tap **Buy/Sell**
3. Select the stock you want to buy then tap **Buy**
4. Input the desired number of shares and select **Preview Buy Order**
5. Confirm the order details and tap **Place Order**

You can confirm the status of your buy order via the "Orders" page.

Orders entered electronically are posted in **real-time**. However, some factors may affect the processing of your orders:

1. **Market Changes and Trading Volume:** Stock prices can change a lot from the quoted price due to market ups and downs or heavy trading.
2. **Internet Service Provider (ISP):** ABCSI uses a trusted third-party ISP for internet service. While GCash doesn't control internet speed, the ISP is reliable and secure.
3. **Other System Issues:** Delays can happen because of high trading activity or long order queues at the PSE.

Once your buy order is confirmed it will appear on the "Portfolio" page.

Need more Help?

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

- [How can I withdraw from my GStocks PH Wallet account?](#)
- [How can I sell PH stocks in GStocks PH?](#)
- [How can I change or cancel my GStocks PH order?](#)

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- [What are the GStocks PH buy and sell fees I need to know about?](#)
- [What is the minimum quantity for a buy order in GStocks PH?](#)

17532438364057

Source: <https://help.gcash.com/hc/en-us/articles/17532438364057-How-can-I-buy-PH-stocks-in-GStocks-PH>

How can I buy crypto in GCrypto {#how-can-i-buy-crypto-in-gcrypto}

Path: articles/9781977718425-How-can-I-buy-crypto-in-GCrypto

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- [How do I check the status of my GCrypto order?](#)
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- [How can I buy crypto in GCrypto?](#)

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When you buy crypto through GCrypto, you can easily purchase different cryptocurrencies directly in the GCash app . **The price shown already includes service and platform fees that update every 10 seconds.**

Before you can buy crypto, make sure to [top up your GCrypto Trading Wallet](#) using your GCash Wallet.

How to buy crypto directly in the GCash App:

1. On the GCash App, tap **GInvest > GCrypto**
2. Tap on your desired Crypto
3. Tap **Buy**
4. Enter your desired amount in PHP or Crypto and tap **Buy**

Once you buy a coin, the money is deducted from your Trading Wallet. Your crypto balances will also update on your GCrypto dashboard.

Need more Help?

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

- [I can't buy/sell on GCrypto. What do I do?](#)
- [How can I sell crypto in GCrypto?](#)
- [What are the GCrypto Networks and Fees I need to know about?](#)
- [What are the minimum and maximum limits for an order in GCrypto?](#)
- [How do I check the status of my GCrypto order?](#)

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- [What are the minimum and maximum limits for an order in GCrypto?](#)
- [How can I buy crypto in GCrypto?](#)

9781977718425

Source: <https://help.gcash.com/hc/en-us/articles/9781977718425-How-can-I-buy-crypto-in-GCrypto>

How can I buy funds in GFunds {#how-can-i-buy-funds-in-gfunds}

Path: articles/5351243796377-How-can-I-buy-funds-in-GFunds

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

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- [How can I sell/withdraw funds from GFunds?](#)
- [How do I schedule automatic investments in GFunds?](#)
- [How do I track my pending Buy and Sell orders in GFunds?](#)
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- [How do I send money to another GCash account?](#)

Buying funds through GFunds lets you invest in different financial products directly in the GCash app. Buy orders take a few days to process, so you won't receive them immediately. The price of the fund, called the Net Asset Value Per Unit (NAVPU), is updated daily, not in real time.

How to place a Buy order in GFunds:

1. On your GFunds dashboard, tap **Invest**
2. Select the fund you want to invest on and tap **Buy**
3. Input the amount you want to invest with the selected fund. Tap **Next**
4. Review the details of your investment and tap **Confirm**.

You'll see a confirmation page indicating your Buy order has been placed.

Once submitted, you cannot cancel or modify your Buy Order. If your buy order is cancelled by the system or our partner, your payment will be refunded to your wallet within **2-3 business days**.

Need more Help?

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

- [How can I sell/withdraw funds from GFunds?](#)
- [How do I track my pending Buy and Sell orders in GFunds?](#)
- [I can't buy or sell in GFunds. What do I do?](#)
- [What are the GFunds fees I need to know about?](#)

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5351243796377

Source: <https://help.gcash.com/hc/en-us/articles/5351243796377-How-can-I-buy-funds-in-GFunds>

How can I cancel my scheduled mobile and broadband load autoload {#how-can-i-cancel-my-scheduled-mobile-and-broadband-load-autoload}

Path: articles/40521897454745-How-can-I-cancel-my-scheduled-mobile-and-broadband-load-autoload

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Articles in this section

- [How can I cancel my scheduled mobile and broadband load autoload?](#)
- [How can I schedule autoload for mobile and broadband load?](#)
- [Can I buy an eSIM using GCash?](#)
- [How can I activate my eSIM after buying it on GCash?](#)
- [How can I use GCash to buy load?](#)

- [What are the telco load convenience fees in GCash?](#)

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You can cancel your scheduled mobile and broadband load purchase by following the steps below:

1. On your GCash app, tap **Load > Autoload**
2. Select the ongoing autoload schedule you want to cancel
3. Tap **Cancel Autoload > Cancel Autoload**

You may view your canceled and past successful scheduled autoload transactions on your Autoload history.

Need more Help?

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

- [How can I schedule autoload for mobile and broadband load?](#)
- [I was charged multiple times when I bought load on GCash. What do I do?](#)
- [How can I use GCash to buy load?](#)

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How can I schedule autoload for mobile and broadband load?

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- [How can I use GCash to buy load?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/40521897454745-How-can-I-cancel-my-scheduled-mobile-and-broadband-load-autoload>

How can I change or cancel my GStocks PH order {#how-can-i-change-or-cancel-my-gstocks-ph-order}

Path: articles/31211092525593-How-can-I-change-or-cancel-my-GStocks-PH-order

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

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

You can modify or cancel your GStocks PH Buy or Sell Order anytime on the GCash app. See detailed information below to know how:

Change/Modify your GStocks PH order

1. On your GStocks PH dashboard > **AB Capital Securities Inc.**
2. Tap **Buy/Sell**
3. Tap **Orders**
4. From the Orders page, tap the order you want to modify
5. Tap **Modify**
6. Input Revised Order Quantity & Price and tap **Preview Order**
7. Confirm Revised Details

The replaced order and new active order will reflect on the Orders page.

Cancel your GStocks PH order

1. On your GStocks PH dashboard > **AB Capital Securities Inc.**
2. Tap **Buy/Sell**
3. Tap **Orders**
4. From the **Orders** page, tap the order you want to cancel
5. Tap **Cancel**

If the cancellation is successful, the order will appear on the Orders page.

Need more Help?

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

- [How do I check the status of my GStocks PH order?](#)
- [Can I transfer stockholdings to another Philippine stock brokerage firm in GStocks PH?](#)
- [How can I sell PH stocks in GStocks PH?](#)

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- [What are the GStocks PH buy and sell fees I need to know about?](#)
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How can I close my GCrypto account {#how-can-i-close-my-gcrypto-account}

Path: articles/31308971000217-How-can-I-close-my-GCrypto-account

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

How to close your GCrypto account:

1. Make sure your GCrypto balance is zero

Before closing your GCrypto account, ensure that **your trading wallet balance is zero**. Any remaining funds in your trading wallet will be **permanently lost and cannot be recovered** once the account is closed.

2. Request for Account Closure

To close your GCrypto account, [click here to ask for help](#).

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

Need more Help?

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

- [How can I send crypto over PHP 50,000 using GCrypto?](#)
- [How can I withdraw from my GCrypto Trading Wallet?](#)
- [How can I sell crypto in GCrypto?](#)
- [What coins can I trade in GCrypto?](#)
- [What is the GCrypto Trading Wallet?](#)

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How can I close my GSave by CIMB account {#how-can-i-close-my-gsave-by-cimb-account}

Path: articles/30241781789721-How-can-I-close-my-GSave-by-CIMB-account

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- [Can I open a CIMB Grow account in GCash?](#)
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- [What is the interest rate in GSav by CIMB?](#)
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- [How can I update the mobile number linked to my GSav by CIMB account?](#)
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- [How do I send money to another GCash account?](#)

If you want to close your GSav by CIMB account, follow the steps below:

Withdraw all remaining funds

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

Request for GSav by CIMB account closure

To request the account closure of your GSav by CIMB, you can contact CIMB directly at **#2462** for domestic toll-free or **+632 8924 2462** for international calls.

Need more Help?

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

- [How can I withdraw from my GSav by CIMB account?](#)
- [How can I update the mobile number linked to my GSav by CIMB account?](#)
- [How can I make a deposit to my GSav by CIMB account?](#)

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- [I want to upgrade to CIMB Grow but the app says I am not eligible. What do I have to do to become eligible?](#)
- [Can I open a CIMB Grow account in GCash?](#)

- [Can I open a GSave by CIMB account?](#)
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- [What is GSave Quick Save?](#)
- [How can I close my GSave by CIMB account?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30241781789721-How-can-I-close-my-GSave-by-CIMB-account>

How can I close my GStocks PH account {#how-can-i-close-my-gstocks-ph-account}

Path: articles/31259171664537-How-can-I-close-my-GStocks-PH-account

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

How to close your GStocks PH account:

1. Make sure your GStocks PH balance is zero

Before deleting your account, ensure that you sell any remaining funds in your GStocks PH account. Don't make any new transactions until you receive your funds in your GCash Wallet.

2. Check for Completed Transactions

After the sell order processing days, open your GCash app and check the Inbox to confirm your transactions.

3. Request for Account Closure

Once all sell order transactions are complete and your GStocks PH Wallet balance is zero, fill out the [Account Closure form](#), then [click here to file a request to close your account](#).

Need more Help?

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

- [Can I transfer stockholdings to another Philippine stock brokerage firm in GStocks PH?](#)
- [How can I update my account information in my GStocks PH account?](#)
- [I can't buy or sell in GStocks PH. What do I do?](#)
- [AB Capital Account Closure Form.pdf 400 KB Download](#)

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How can I close my MySaveUp by BPI account {#how-can-i-close-my-mysaveup-by-bpi-account}

Path: articles/30242463562905-How-can-I-close-my-MySaveUp-by-BPI-account

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- [How can I withdraw from my #MySaveUp by BPI account?](#)
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If you want to close your #MySaveUp by BPI account, follow the steps below:

Withdraw all remaining funds

Make sure you have withdrawn all the money from your #MySaveUp by BPI account. You can't close your account if you have funds left in the account.

Request for #MySaveUp by BPI account closure

To request the account closure of your #MySaveUp by BPI account, please contact BPI directly through their 24-hour hotline at **+632 889 10000**.

Need more Help?

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

- [What is the interest rate in #MySaveUp by BPI?](#)
- [How can I withdraw from my #MySaveUp by BPI account?](#)
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How can I follow up on my GCash ticket {#how-can-i-follow-up-on-my-gcash-ticket}

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How can I follow up on my GStocks PH account {#how-can-i-follow-up-on-my-gstocks-ph-account}

Path: articles/31221554401945-How-can-I-follow-up-on-my-GStocks-PH-account

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- [I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?](#)
- [My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?](#)
- [I can't access my GStocks PH account. What do I do?](#)
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- [How can I follow up on my GStocks PH account?](#)
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If you successfully registered for an AB Capital account on GStocks PH, but still haven't been approved, it may take up to **7 business days** to process. Please check your email inbox or spam folder for an email from AB Capital.

If it has been 7 business days and you have not received any update on your registration, [click here to ask for help](#).

Need more Help?

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

- [I can't open an account in GStocks PH. What do I do?](#)
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- [I can't open an account in GStocks PH. What do I do?](#)
- [How can I follow up on my GStocks PH account?](#)
- [I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?](#)
- [I can't buy or sell in GStocks PH. What do I do?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)
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How can I get a Maybank VISA debit card {#how-can-i-get-a-maybank-visa-debit-card}

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- [How can I update the mobile number linked to my EzySave+ by Maybank account?](#)
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You can request a Maybank VISA Debit Card by:

1. Calling Maybank at **(02) 8588 3888**
2. Visiting any Maybank branch near you

Your first Maybank VISA Debit Card is **FREE** when you make an initial deposit of at least **PHP 10,000**. With this card, you can withdraw cash **without fees** from over **22,000 BancNet ATMs** nationwide.

Delivery or Pick-Up Options

- If you're in **Metro Manila**, your card will arrive at your address within **7–10 days** after your request.
- For **provincial areas**, expect delivery within **15–20 days**.
- If you prefer to pick up your card, you can do so at your selected Maybank branch within **25 days** from the date of your request.

How to Activate Your Debit Card

To activate your Maybank VISA debit card:

1. Call the **Customer Care hotline**.

Visit the **Maybank branch** where your account is registered.

Need more Help?

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

- [Can I open an EzySave+ by Maybank account?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/30243088738841-How-can-I-get-a-Maybank-VISA-debit-card>

How can I increase my GCredit limit {#how-can-i-increase-my-gcredit-limit}

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

GCredit is a **limited-time offer** for eligible users. GCredit offers and approvals are subject to regular evaluation and are **not guaranteed**.

To increase your GCredit limit, regularly use services like Cash In, Pay QR, Pay Bills, GSave, and GInvest. Also, make sure to pay your existing GCredit dues on time.

Need more Help?

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

- [How much can I borrow with GCredit?](#)
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How can I increase my GGives limit {#how-can-i-increase-my-ggives-limit}

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GGives is a **limited-time offer** for qualified users. Your GGives offer is subject to regular evaluation and is **not guaranteed**.

To increase your GGives limit, regularly use services like Cash In, Pay QR, Pay Bills, GSave, and GInvest. Also, make sure to pay your existing GGives dues on time.

Need more Help?

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

- [Can I apply for GGives?](#)
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How can I make a deposit to my EzySave by Maybank account {#how-can-i-make-a-deposit-to-my-ezysave-by-maybank-account}

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- [How can I withdraw from my EzySave+ by Maybank account?](#)
- [How can I update the mobile number linked to my EzySave+ by Maybank account?](#)
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- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

You can make a deposit to your EzySave+ by Maybank account via the GCash app. See detailed information on how you can make your deposit below:

1. On your EzySave+ by Maybank dashboard, select **Deposit**
2. Enter the amount you want to deposit > **Next**
3. Review and confirm the amount > **Pay**

You'll see a page confirming your transaction if your deposit is successful. Funds will be deducted from your GCash wallet and transferred to your EzySave+ by Maybank account in **real time**.

Need more Help?

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

- [Can I open an EzySave+ by Maybank account?](#)
- [How can I get a Maybank VISA debit card?](#)
- [How can I withdraw from my EzySave+ by Maybank account?](#)

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- [Can I open an EzySave+ by Maybank account?](#)
- [What is the interest rate in EzySave+ by Maybank?](#)
- [How can I get a Maybank VISA debit card?](#)
- [How can I make a deposit to my EzySave+ by Maybank account?](#)
- [How can I withdraw from my EzySave+ by Maybank account?](#)
- [How can I update the mobile number linked to my EzySave+ by Maybank account?](#)
- [How do I close my EzySave+ by Maybank account?](#)

10986299194009

Source: <https://help.gcash.com/hc/en-us/articles/10986299194009-How-can-I-make-a-deposit-to-my-EzySave-by-Maybank-account>

How can I make a deposit to my GSave by CIMB account {#how-can-i-make-a-deposit-to-my-gsave-by-cimb-account}

Path: articles/360018680073-How-can-I-make-a-deposit-to-my-GSave-by-CIMB-account

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- [When will my new CIMB Grow interest rate take effect?](#)
- [I want to upgrade to CIMB Grow but the app says I am not eligible. What do I have to do to become eligible?](#)
- [Can I open a CIMB Grow account in GCash?](#)
- [Can I open a GSave by CIMB account?](#)
- [What is the interest rate in GSave by CIMB?](#)
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- [What is GSave Quick Save?](#)
- [How can I close my GSave by CIMB account?](#)

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

You can make a deposit to your GSave by CIMB account by manual deposit or automatic deposit. See detailed information on how you can make your deposit below:

Manual Deposit

You can manually transfer funds from your GCash wallet to your GSave by CIMB account by following the steps below:

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

After making the deposit, a page confirming the success of your transaction will appear. Funds will be deducted from your GCash wallet and transferred to your GSave by CIMB account in **real time**.

Scheduled Deposit

Schedule your recurring deposits from your GCash Wallet to your GSave by CIMB account by doing these steps:

1. On your GSave homepage, tap **My Savings**
2. Tap **Setup Auto Deposit**
3. Enter the deposit amount, date, and frequency, and tap **Confirm**

Scheduled deposits are processed at 11:30 PM. Any changes made after this time will be moved to the next available date. Make sure your GCash Wallet has enough funds before then.

Need more Help?

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

- [How can I withdraw from my GSave by CIMB account?](#)
- [How can I update the mobile number linked to my GSave by CIMB account?](#)
- [What is GSave Quick Save?](#)

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How can I make a deposit to my MySaveUp by BPI account {#how-can-i-make-a-deposit-to-my-mysaveup-by-bpi-account}

Path: articles/5134504808473-How-can-I-make-a-deposit-to-my-MySaveUp-by-BPI-account

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- [Can I open a #MySaveUp by BPI account?](#)
- [What is the interest rate in #MySaveUp by BPI?](#)
- [How can I make a deposit to my #MySaveUp by BPI account?](#)

- [How can I withdraw from my #MySaveUp by BPI account?](#)
- [How can I update the mobile number linked to my #MySaveUp by BPI account?](#)
- [How can I close my #MySaveUp by BPI account?](#)

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

You can make a deposit to your #MySaveUp by BPI account via the GCash app. See detailed information on how you can make your deposit below:

1. On your #MySaveUp by BPI dashboard, select **Deposit**
2. Enter the amount you want to deposit > **Next**
3. Review and confirm the amount > **Pay**

After making a deposit, you'll be directed to an in-app receipt confirming your successful transaction.

Funds will be deducted from your GCash wallet and transferred to your #MySaveUp by BPI account in **real time**.

Need more Help?

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

- [What is the interest rate in #MySaveUp by BPI?](#)
- [How can I withdraw from my #MySaveUp by BPI account?](#)
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- [How can I update the mobile number linked to my #MySaveUp by BPI account?](#)
- [How can I close my #MySaveUp by BPI account?](#)

5134504808473

Source: <https://help.gcash.com/hc/en-us/articles/5134504808473-How-can-I-make-a-deposit-to-my-MySaveUp-by-BPI-account>

How can I make a deposit to my UNOready GCash by UNOBank account {#how-can-i-make-a-deposit-to-my-unoready-gcash-by-unobank-account}

Path: articles/15033961550745-How-can-I-make-a-deposit-to-my-UNOready-GCash-by-UNOBank-account

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Articles in this section

- [How do I link my #UNOready@GCash to the UNO Mobile app?](#)
- [What are the fees or charges for pre-terminating my #UNOready@GCash by UNO Bank time deposit?](#)
- [Can I open a #UNOready@GCash by UNOBank account?](#)
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- [How can I make a deposit to my #UNOready@GCash by UNOBank account?](#)
- [How can I withdraw from my #UNOready@GCash by UNOBank account?](#)
- [What is a #UNOready@GCash by UNOBank time deposit?](#)
- [How can I pre-terminate my time deposit with #UNOready@GCash by UNOBank?](#)
- [How can I update the mobile number linked to my #UNOready@GCash by UNOBank account?](#)
- [How do I close my #UNOready@GCash by UNOBank account?](#)

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

You can deposit funds to your #UNOready@GCash by UNOBank account by following these steps:

1. On your #UNOready@GCash by UNOBank dashboard, select **Deposit Money**
2. Enter the amount you want to deposit > **Continue**
3. Review and confirm the amount > **Pay**

You'll see a page confirming your transaction if your deposit is successful. Funds will be deducted from your GCash wallet and transferred to your #UNOready@GCash by UNOBank account in **real time**.

Need more Help?

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

- [Can I open a #UNOready@GCash by UNOBank account?](#)

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

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Source: <https://help.gcash.com/hc/en-us/articles/15033961550745-How-can-I-make-a-deposit-to-my-UNOready-GCash-by-UNOBank-account>

How can I make a deposit to my eC Savings GSave account {#how-can-i-make-a-deposit-to-my-ec-savings-gsave-account}

Path: articles/43849130697369-How-can-I-make-a-deposit-to-my-eC-Savings-GSave-account

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Articles in this section

- [Can I open an eC Savings GSave account?](#)
- [What is the interest rate for eC-Savings by Cebuana Lhuillier Rural Bank?](#)
- [What are the deposit and withdrawal limits of my eC-Savings by Cebuana Lhuillier Rural Bank?](#)
- [How can I make a deposit to my eC-Savings GSave account?](#)
- [How can I withdraw from my eC-Savings GSave account?](#)

- [How do I change the mobile number linked to my eC-Savings GSave account?](#)
- [How do I close my eC-Savings GSave account?](#)

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

To deposit funds to your eC-Savings GSave account, follow these steps:

1. On your eC-Savings dashboard, select **Deposit**
2. Enter the amount you want to deposit and tap **Next**
3. Review and confirm the amount you want to deposit. Tap **Confirm**
4. Select **Pay**

After depositing, you'll be directed to a page confirming your transaction. Funds will be deducted from your GCash wallet and transferred to your eC-Savings GSave account in **real-time**.

Note: Your eC-Savings account will be closed if it has zero balance for **3 consecutive months**.

Need more Help?

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

- [I made a deposit to my GSave account but it still has not been credited to my account. What do I do?](#)
- [What is the interest rate for eC-Savings by Cebuana Lhuillier Rural Bank?](#)
- [How can I withdraw from my eC-Savings GSave account?](#)

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What are the deposit and withdrawal limits of my eC-Savings by Cebuana Lhuillier Rural Bank?

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- [Can I open an eC-Savings GSave account?](#)
- [What is the interest rate for eC-Savings by Cebuana Lhuillier Rural Bank?](#)
- [What are the deposit and withdrawal limits of my eC-Savings by Cebuana Lhuillier Rural Bank?](#)
- [How can I make a deposit to my eC-Savings GSave account?](#)
- [How can I withdraw from my eC-Savings GSave account?](#)
- [How do I change the mobile number linked to my eC-Savings GSave account?](#)
- [How do I close my eC-Savings GSave account?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/43849130697369-How-can-I-make-a-deposit-to-my-eC-Savings-GSave-account>

How can I order a GCash VISA Card {#how-can-i-order-a-gcash-visa-card}

Path: articles/30286702730265-How-can-I-order-a-GCash-VISA-Card

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

Promoted articles

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

The GCash VISA Card is available only to Fully Verified GCash users. Each account is allowed only **one GCash Card**, and the total cost is **PHP 250** (PHP 185 for the card and PHP 65 for shipping) just for the GCash VISA Card itself and will not go into your funds.

Steps to Order a GCash Card:

1. On the GCash homepage, tap **Cards > Order a GCash Card**
2. Choose **Order a card > Send me a Card**
3. Review your account information, then tap **Next**
4. Complete all the required information, and select **Next**
5. Tap **Pay** to complete the order
6. Once the order is confirmed, you'll see a prompt that your GCash Card order was successful.

Important Reminders:

- The GCash Card is a prepaid card linked to your GCash wallet.
- The GCash Card will be delivered to the address you provided, so make sure your delivery details are accurate. Here is the list of serviceable areas for GCash Card

delivery.

- Your GCash Card will be delivered within **4-10 business days**, and you'll receive SMS updates about your delivery status.
- Only you or your nominated recipient can receive the GCash Card upon delivery. If you can't receive it personally, provide a letter of authorization along with a photocopy of your ID and your nominated recipient's ID.
- If you or your nominated recipient can't receive the GCash Card, the courier will not be able to deliver your card.

Notes:

- Some users may be eligible for a **voucher** to get a GCash Card at a discount or for free.
- For **GCash Jr. accounts**, the parent or legal guardian will be responsible for managing the account and wallet.

Need more Help?

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

- [Can GCash deliver my GCash Card to my location?](#)
- [What can I do with my GCash VISA/Mastercard Card?](#)
- [GCash Card Fast FAQS](#)
- [How do I link my GCash Card to my GCash account?](#)

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- [How do I withdraw cash using my GCash VISA/Mastercard Card?](#)
- [GCash Card Fast FAQS](#)

30286702730265

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How can I pay for my GCredit dues {#how-can-i-pay-for-my-gcredit-dues}

Path: articles/4410979255833-How-can-I-pay-for-my-GCredit-dues

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Articles in this section

- [How can I pay for my GCredit dues?](#)
- [How does GCash help with my GCredit payment?](#)

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

You can pay for your GCredit dues via your GCredit dashboard, Pay Bills, or outside the GCash app via our Payment Partners. Here's how:

Pay via GCredit Dashboard

1. On your GCredit management page, you can view the breakdown of your dues. Tap **Pay for GCredit**
2. Input the amount you want to repay and tap **Next**
3. Review the amount to be paid. Select **Pay**

You will see a confirmation of your successful GCredit repayment.

Pay via Bills

1. Open the GCash app and tap on **Bills > Fuse Financing Inc.**
2. Enter your Loan Account ID, select **GCredit**, and specify the amount you want to repay. Tap **Next**
3. Review the payment amount and tap **Confirm**

Payments via GCash Bills will reflect within **3 business days**.

Pay via Payment Partners

To pay your GCredit dues through our partners, enter **Fuse Financing Inc.** as the Biller and use your **Account Number** from your GCredit dashboard. Payments made through offline partners will be posted within **1 business day**. Here's how to make payments with our partners:

||| --- | --- || **Payment Partner** | **Account Number** || [Bank of the Philippine Islands](#) |
GCredit Account Number || [Metrobank](#) || [Banco de Oro \(BDO\)](#) | GCash Registered
Mobile Number || [Bayad Center](#) |

Request for GCredit Statement of Account

To request your GCredit Statement of Account, [click here](#). A customer service representative will contact you in **24 hours**.

Need more Help?

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

- [How much can I borrow with GCredit?](#)
- [What are the interest rates in GCredit?](#)
- [How can I use GCredit to pay?](#)

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How does GCash help with my GCredit payment?

- [How can I pay for my GCredit dues?](#)
- [How does GCash help with my GCredit payment?](#)

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How can I pay for my GGives dues {#how-can-i-pay-for-my-ggives-dues}

Path: articles/4405187569817-How-can-I-pay-for-my-GGives-dues

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- [How can I pay for my GGives dues?](#)
- [What happens if I pay my GGives dues in advance?](#)
- [How does GCash help with my GGives payment?](#)

Promoted articles

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

You can pay for your GGives dues via your GGives dashboard, Pay Bills, outside the GCash app via our Payment Partners. Here's how:

Pay via GGives dashboard

1. On your GGives loan management page, you can view the breakdown of your dues.
Tap **Pay for GGives**
2. Input the amount you want to repay and tap **Next**
3. Review the amount to be paid. Select **Pay**

You will see a confirmation of your successful GGives repayment.

Pay via Bills

1. Open the GCash app and tap on **Bills > Fuse Financing Inc.**
2. Enter your correct Loan Account ID, select **GGives**, and specify the amount you want to repay. Tap **Next**
3. Review the payment amount and tap **Confirm**

Payments made via GCash Bills will reflect within **3 business days**.

Pay via Payment Partners

Payments made through offline partners will be posted within **1 business day**. To pay your GGives dues through our partners, enter **Fuse Financing Inc.** as the Biller and for **Account Number**, enter the details according to the partner below:

||||---|---|| **Payment Partner** | **Account Number** || Bank of the Philippine Islands |
 GGives Loan Account ID || Metrobank || Banco de Oro (BDO) | GCash Registered
 Mobile Number || Bayad Center |

Need more Help?

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

- [How can I use GGives to pay?](#)
- [How can I increase my GGives limit?](#)
- [What happens if I pay my GGives dues in advance?](#)

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What happens if I pay my GGives dues in advance?

- [How can I pay for my GGives dues?](#)
- [What happens if I pay my GGives dues in advance?](#)
- [How does GCash help with my GGives payment?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/4405187569817-How-can-I-pay-for-my-GGives-dues>

How can I pay my GLoan dues {#how-can-i-pay-my-gloan-dues}

Path: articles/900007729563-How-can-I-pay-my-GLoan-dues

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Articles in this section

- [How can I pay my GLoan dues?](#)
- [When do I pay for my GLoan?](#)
- [What happens when I pay my total GLoan outstanding balance in advance?](#)
- [How does GCash help with my GLoan payment?](#)

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

You can pay for your GLoan dues via your GLoan dashboard, Pay Bills, or outside the GCash app via our Payment Partners. Here's how:

Pay via GLoan dashboard

1. Tap **Pay Now** on the GLoan you wish to pay
2. On your GLoan management page, you can view the breakdown of your dues. Tap **Pay Loan**
3. Input the amount you want to repay and tap **Next**
4. Review the amount to be paid. Select **Pay**

You will see a confirmation of your successful GLoan repayment.

Pay via Bills

1. Open the GCash app and tap on **Bills > Fuse Financing Inc.**
2. Enter your Loan Account ID, select **GLoan**, and specify the amount you want to repay. Tap **Next**
3. Review the payment amount and tap **Confirm**

Payments via GCash Bills will reflect within **3 business days**.

Pay via Payment Partners

To pay your GLoan dues through our partners, enter **Fuse Financing Inc.** as the Biller and enter the corresponding **Account Number** below. Payments made through offline partners will be posted within **1 business day**. Here's how to make payments with our partners:

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

If you pay your GLoan dues in full and in advance, you will receive an [interest cashback](#) within **14 business days** after the date of payment.

Need more Help?

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

- [How much can I borrow with GLoan?](#)
- [What are the GLoan fees I need to know about?](#)
- [When do I pay for my GLoan?](#)
- [What happens when I pay my total GLoan outstanding balance in advance?](#)
- [I can't make a payment for my GLoan account. What do I do?](#)

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- [How can I pay my GLoan dues?](#)
- [When do I pay for my GLoan?](#)
- [What happens when I pay my total GLoan outstanding balance in advance?](#)
- [How does GCash help with my GLoan payment?](#)

900007729563

Source: <https://help.gcash.com/hc/en-us/articles/900007729563-How-can-I-pay-my-GLoan-dues>

How can I pay online using GCash {#how-can-i-pay-online-using-gcash}

Path: articles/900006144666-How-can-I-pay-online-using-GCash

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

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

Easily pay for online purchases **with GCash as your payment method at checkout**. Ensure your GCash account is Fully Verified to use this feature. You can pay with your GCash wallet, GGives, or GCredit if you've activated them.

Here's how to pay using different devices:

Pay with iOS/Android device

1. Check out from the merchant page
2. Tap **Open in GCash**
3. Login to your GCash App
4. Review Payment details and select **Pay**

You will be led to a page that confirms a successful transaction.

Pay with Huawei device

1. Check out from the merchant page
2. Take a screenshot of the GCash Payment QR
3. Login to your GCash App
4. Upload the QR to complete your payment

5. Review Payment details and select **Pay**

You'll see a confirmation page for your successful transaction.

Pay online on your laptop/computer

1. Login to your GCash App

2. Scan the QR code

3. Review Payment details and select **Pay**

You'll see a confirmation page for your successful transaction.

Need more Help?

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

- [I cannot proceed with my online subscription or GCash payment. What should I do?](#)
- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)
- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
- [I want a refund for my online payment or subscription using my GCash account. Where can I get it?](#)

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I have a problem with my order or service from my online subscription or GCash payment. What should I do?

- [I want a refund for my online payment or subscription using my GCash account. Where can I get it?](#)
- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)
- [I entered incorrect details in my GCash online payment or subscription. What should I do?](#)
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900006144666

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How can I pay using my GCash Card {#how-can-i-pay-using-my-gcash-card}

Path: articles/900004214883-How-can-I-pay-using-my-GCash-Card

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

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

You can easily use your **linked GCash Card** for payments, both locally and internationally, at all merchants that accept **Visa**.

How to pay using your GCash Card:

1. Via Online Payment:

Simply **enter your card number** and the **CVV** found on the back of your GCash Card when making purchases online.

2. **Via In-Person Payment:**
At physical stores, either **dip** or **tap** your GCash Card at the payment terminal. Some merchants may require you to **enter your 6-digit card PIN** for added security.

Need more Help?

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

- [How much are the fees and transaction limits for my GCash Card?](#)
- [How do I withdraw cash using my GCash VISA/Mastercard Card?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
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How much are the fees and transaction limits for my GCash Card?

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How can I plant a tree in GForest {#how-can-i-plant-a-tree-in-gforest}

Path: articles/360025619494-How-can-I-plant-a-tree-in-GForest

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

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

GForest is an interactive climate tech platform on GCash that allows you to support **tree-planting projects** across the Philippines. By using digital transactions, you **reduce your carbon footprint and help fight climate change**.

For every virtual tree you plant in the app, GCash and its partners will plant a real tree for you. Since 2019, GForest has planted over 2.5 million actual trees nationwide.

How to plant a tree in GForest:

First, you have to collect enough green energy points. Tap **Locations** on the GForest homepage to see where your tree will be planted, with the help of our partners.

1. On your GCash app, tap **GForest**
2. Tap **Plant a Tree**
3. Select the tree you want to plant
4. Read through the description and tap **Plant Now**
5. You will be led to the certificate of the tree you chose to plant

You'll see the certificate number and the type of tree in the certificate. It will be updated with a stamp once the seedling is planted in one of our planting sites.

GForest Partners

Our tree-planting initiatives are made possible by our trusted partners who work directly with local farming communities to plant and monitor the seedlings.

- Kabang Kalikasan ng Pilipinas Foundation, Inc. (WWF-Philippines)
- Ramon Aboitiz Foundation Inc. (RAFI)
- Ayala Land Inc. (ALI)
- Friends of Hope Inc. (HOPE)
- Century Pacific Food Inc. (Century)
- Philippine Coffee Board Inc.
- WWF
- Culion Foundation

Need more Help?

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

- [How do I earn and collect green energy points in GForest?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/360025619494-How-can-I-plant-a-tree-in-GForest>

How can I post my service on the Raket Marketplace {#how-can-i-post-my-service-on-the-raket-marketplace}

Path: articles/30083476772633-How-can-I-post-my-service-on-the-Raket-Marketplace

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- [Get Help with Gigs by Raket](#)

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Gigs by Raket offers a powerful platform for freelancers to **showcase their skills and find clients**. It connects you with individuals and businesses looking for freelance services, from writing and design to tech and marketing.

How to post your services on the Raket Marketplace

If you're a freelancer looking to find clients, follow the steps below:

1. On the GCash app, tap **View All Services > Gigs**
2. Select **Sell a Service > Post your Services Today**
3. Input all required information and details of your service.

Your service will be reviewed by the Raket team within **7–10 business days** before it gets published on the platform.

If your posting is rejected, check your Raket inbox for feedback on how to improve and resubmit it.

How to delete a service:

If you need to remove a service from your profile, follow these steps:

1. On the Raket Marketplace homepage, tap on the burger-shaped icon
2. Select **Services**
3. Tap the trash bin icon to delete the service
4. Select **Yes, Delete**

Once deleted, a service cannot be retrieved.

Need more Help?

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

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

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Get Help with Gigs by Raket

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

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How can I pre terminate my time deposit with UNOready GCash by UNOBank {#how-can-i-pre-terminate-my-time-deposit-with-unoready-gcash-by-unobank}

Path: articles/30243921107609-How-can-I-pre-terminate-my-time-deposit-with-UNOready-GCash-by-UNOBank

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- [What is the interest rate in #UNOready@GCash by UNOBank?](#)
- [How can I make a deposit to my #UNOready@GCash by UNOBank account?](#)
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- [What is a #UNOready@GCash by UNOBank time deposit?](#)
- [How can I pre-terminate my time deposit with #UNOready@GCash by UNOBank?](#)
- [How can I update the mobile number linked to my #UNOready@GCash by UNOBank account?](#)
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- [How do I send money to another GCash account?](#)

You can pre-terminate your time deposit with #UNOready@GCash by UNOBank by following the steps below:

1. On your #UNOready@GCash by UNOBank dashboard, select **Add Time Deposit**
2. Tap **Pre-terminate**
3. Review the details of the time deposit you will pre-terminate > **Confirm**
4. Enter the 6-digit authentication code sent to your GCash-registered mobile number

A page confirming the success of your transaction will appear. Funds will be credited to your #UNOready@GCash in **real time**.

Note:

To maximize your interest earnings, it is advisable to **NOT** withdraw the funds of your time deposit before its maturity date.

If you decide to pre-terminate your time deposit, you can withdraw the full amount. Partial withdrawals are not allowed.

Need more Help?

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

- [What is the interest rate in #UNOready@GCash by UNOBank?](#)
- [What is a #UNOready@GCash by UNOBank time deposit?](#)
- [What are the fees or charges for pre-terminating my #UNOready@GCash by UNOBank time deposit?](#)

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

- [How do I close my #UNOready@GCash by UNOBank account?](#)

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How can I receive crypto using GCrypto {#how-can-i-receive-crypto-using-gcrypto}

Path: articles/10203149752601-How-can-I-receive-crypto-using-GCrypto

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Receiving crypto in GCrypto allows you to securely add digital assets to your wallet directly from another wallet or sender.

How to receive crypto using GCrypto:

1. Open your GCrypto Dashboard and select the crypto you wish to receive
2. Tap **Receive**
3. Share your **QR code** or **public key** with the sender

Please make sure the sender uses the correct blockchain network (e.g., BTC should only be sent via the Bitcoin network) to prevent transaction errors.

You will receive a confirmation of the transaction in your **email**. You can also track the transaction in your **GCrypto Transaction History** to verify and monitor the details.

Need more Help?

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

- [How can I send crypto over PHP 50,000 using GCrypto?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
- [My crypto order has not been reflected in my GCrypto Wallet. What do I do?](#)
- [What are the GCrypto Networks and Fees I need to know about?](#)

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How can I repay my GCash Borrow Load {#how-can-i-repay-my-gcash-borrow-load}

Path: articles/40476168459929-How-can-I-repay-my-GCash-Borrow-Load

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To pay your GCash Borrow Load, you can follow the steps below:

1. On your GCash app, tap **Load > Borrow Load**
2. Tap **Pay**
3. Enter the amount you wish to pay > **Next**
4. Review the payment details > **Pay**

Pending dues will **automatically be deducted from your GCash wallet starting on your due date until fully paid.** To avoid late payment fees, we recommend settling your balance on time through the Borrow Load page.

What happens in case of late payment

- A late payment fee of **2.5% of the outstanding principal balance** will be charged 1 day after the due date, 31 days after the due date, and 61 days after the due date.
- Payments made will reflect on your account within **24 hours after your transaction.**

Need more Help?

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

- [What are the GCash Borrow Load promos available?](#)
- [May isyu o problema ako sa GCash Borrow Load.](#)
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- [Can I borrow load on GCash?](#)
- [I canceled my Borrow Load transaction but it still pushed through. What do I do?](#)
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How can I schedule a bank transfer in GCash {#how-can-i-schedule-a-bank-transfer-in-gcash}

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You can schedule up to **5 automatic bank transfers** to repeat weekly or monthly, even on holidays and weekends. Make sure to check your balance to ensure successful transfers.

Schedule a Bank Transfer

1. On your GCash app, tap **Transfer** and choose a saved bank account
2. Tap **Add New Schedule**
3. Enter the frequency and amount
4. To add more schedules, tap **+ Add New Schedule**
5. After setting up, tap **Next**
6. Review the account details and schedule, then tap **Confirm**

If your GCash wallet has insufficient funds, the scheduled bank transfer will not be processed on that date. Future scheduled transfers will still be processed on their scheduled dates.

If your transfer date is on an irregular day (like the 31st, 30th, or during leap years), it will be processed on the last day of the month.

Cancel a Scheduled Bank Transfer

1. On your GCash app, tap **Bank Transfer > My Saved Account**
2. Choose the bank account that you have a scheduled transfer with > **Scheduled Transfers**
3. Tap **Scheduled Transfers > Update Schedules**

4. Tap “X” > On the Remove Scheduled Transfer prompt, tap **Remove**

Need more Help?

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

- [How do I save my bank accounts for Bank Transfers using GCash?](#)
- [How do I transfer money to a bank/e-wallet from my GCash account?](#)
- [I cannot transfer money to another bank using GCash. What do I do?](#)

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

30245233595929

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How can I schedule autoload for mobile and broadband load {#how-can-i-schedule-autoload-for-mobile-and-broadband-load}

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

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

You can **schedule a maximum of 10 mobile and broadband load transactions via the GCash app** by following the steps below:

How to schedule a mobile load purchase

1. On the Load homepage, tap **Autoload > Schedule Mobile Load**
2. Select telco load you want to purchase and input the mobile number you want to buy load for. Tap **Next**
3. Select the product you want to purchase, then tap **Schedule for Autoload**
4. Choose between a repetitive or a one-time autoload schedule and input the details. Tap **Next**
5. Review the details of your scheduled mobile load purchase. Select **Confirm**
6. Enter the 6-digit code sent to your GCash number and tap **Submit**

You will be led to the Autoload page confirming your scheduled mobile load purchase.

How to schedule a broadband load purchase

1. On the Load homepage, tap **Autoload > Schedule Broadband Load**
2. Select the broadband load you want to purchase and input the mobile number. Tap **Next**
3. Select the product you want to purchase, then tap **Schedule for Autoload**
4. Choose between a repetitive or a one-time autoload schedule and input the details. Tap **Next**
5. Review the details of your scheduled broadband load purchase. Select **Confirm**
6. Enter the 6-digit code sent to your GCash number and tap **Submit**

You will be led to the Autoload page confirming your scheduled broadband load purchase.

Note:

If your GCash wallet doesn't have enough funds, your scheduled load won't proceed and will retry on the next scheduled date.

Need more Help?

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

- [How can I use GCash to buy load?](#)
- [How can I cancel my scheduled mobile and broadband load autoload?](#)
- [I can't buy load using GCash. What do I do?](#)
- [I didn't receive my telco or non-telco load. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/40521720364185-How-can-I-schedule-autoload-for-mobile-and-broadband-load>

How can I sell PH stocks in GStocks PH {#how-can-i-sell-ph-stocks-in-gstocks-ph}

Path: articles/31210966987161-How-can-I-sell-PH-stocks-in-GStocks-PH

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- [How can I buy PH stocks in GStocks PH?](#)
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- [What are the GStocks PH buy and sell fees I need to know about?](#)
- [What is the minimum quantity for a buy order in GStocks PH?](#)

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Before selling your stocks, please check the available stocks in your **Portfolio**.

Terms to know before buying or selling stocks in GStocks

||| --- | --- || **Limit Order** | You may create a Limit Order when you want to set the maximum or minimum price at which you are willing to buy or sell a stock. || **Day Order** | Buy or Sell Orders created through GStocks PH are all Day Orders, which means that if they did not match or were not filled during the day's trading session, they will expire. Other order types (i.e. GTC, GTM, GTW) will eventually be available. || **Limit Day Order** | You set a fixed buy or sell price when you create an order, and your orders expire at the end of the day.

Note: This is the only order type offered at the moment. || **PSE Trading Hours** | The PSE trading hours are from **9:30 am to 12:00 pm and 1:00 pm to 2:45 pm** Philippine Standard Time (GMT+08:00), from Monday to Friday (excluding holidays). |

How to sell PH stocks in GStocks PH

To sell PH Stocks with GStocks PH, follow the steps below:

1. On your GStocks PH dashboard, tap **AB Capital Securities Inc.**
2. Select **Buy/Sell**
3. Tap Portfolio and select the stock you want to sell then tap **Sell**
4. Input the desired number of shares and select **Preview Order**
5. Confirm the order details and tap **Place Order**

You can confirm the status of your sell order via the "Orders" page.

Orders entered electronically are posted in **real-time**. However, some factors may affect the processing of your orders:

1. **Market Changes and Trading Volume:** Stock prices can change a lot from the quoted price due to market ups and downs or heavy trading.
2. **Internet Service Provider (ISP):** ABCSI uses a trusted third-party ISP for internet service. While GCash doesn't control internet speed, the ISP is reliable and secure.
3. **Other System Issues:** Delays can happen because of high trading activity or long order queues at the PSE.

Once your sell order is confirmed it will appear on the **Portfolio** page.

Need more Help?

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

- [How can I withdraw from my GStocks PH Trading Wallet account?](#)
- [How can I buy PH stocks in GStocks PH?](#)
- [How can I change or cancel my GStocks PH order?](#)

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- [What is the minimum quantity for a buy order in GStocks PH?](#)

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How can I sell crypto in GCrypto {#how-can-i-sell-crypto-in-gcrypto}

Path: articles/31306888871833-How-can-I-sell-crypto-in-GCrypto

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- [How do I check the status of my GCrypto order?](#)
- [How can I sell crypto in GCrypto?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

When selling crypto via GCrypto, it allows you to convert your cryptocurrency into PHP or other crypto assets directly within the GCash app. The **price displayed includes both service and platform fees**, which are updated **every 10 seconds**.

How to sell crypto directly in the GCash app:

1. On the GCash App, tap **GInvest > GCrypto**
2. Tap on the Crypto you want to sell
3. Tap **Sell**
4. Enter your desired amount in PHP or Crypto and tap **Sell**

After selling a coin, the amount will be added to your trading wallet. Your crypto balances will also be updated on your GCrypto dashboard.

Need more Help?

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

- [How do I check the status of my GCrypto order?](#)
- [I can't buy/sell on GCrypto. What do I do?](#)
- [How can I buy crypto in GCrypto?](#)
- [What are the GCrypto Networks and Fees I need to know about?](#)
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31306888871833

Source: <https://help.gcash.com/hc/en-us/articles/31306888871833-How-can-I-sell-crypto-in-GCrypto>

How can I sell withdraw funds from GFunds {#how-can-i-sell-withdraw-funds-from-gfunds}

Path: articles/30843460974489-How-can-I-sell-withdraw-funds-from-GFunds

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- [How can I sell/withdraw funds from GFunds?](#)
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Selling funds via **GFunds** lets you convert your investment units back into cash, which will be credited to your GCash wallet. However, please note that Buy orders are processed over a standard number of delays so you will not receive it immediately. The **Net Asset Value Per Unit (NAVPU)**, which determines the price of the fund, is updated daily and not in real time.

All Sell Orders are already inclusive of all applicable taxes.

Selling funds through GFunds allows you to turn your investment units into cash, which will be added to your GCash wallet. Sell orders will take a few days to process, so the cash won't be available immediately. The price of the fund, called the **Net Asset Value Per Unit (NAVPU)**, is updated daily, not in real time.

How to place a Sell order in GFunds:

1. On your GFunds dashboard, tap **Invest > My Funds**
2. Select the fund you wish to sell and tap **Sell**
3. Input the units you want to sell with the selected fund. Tap **Next**
4. Review the details of your investment and tap **Confirm**

You'll see a confirmation page indicating your Sell order has been placed.

Processing times for your fund are as follows:

Fund Allocation Date (Confirmation) Crediting Date (Order Completion)
Philippine Stock Index Fund 3 Business Days 6 Business Days
ATRAM Peso Money Market Fund 3 Business Days 4 Business Days
ATRAM Total Return Peso Bond Fund 4 Business Days 5 Business Days
ATRAM Philippine Equity Smart Index Fund 4 Business Days 6 Business Days
ATRAM Philippine Sustainable Development and Growth Fund 4 Business Days 6 Business Days
ALFM Global Multi-Asset Income Fund 4 Business Days 8 Business Days
ATRAM Global Technology Feeder Fund 5 Business Days 8 Business Days
ATRAM Global Consumer Trends Feeder Fund 5 Business Days 8 Business Days
ATRAM Global Equity Opportunity Fund 5 Business Days 8 Business Days
ATRAM Global Health Care Fund 5 Business Days 8 Business Days
ATRAM Global Infra Equity Fund 5 Business Days 8 Business Days

Need more Help?

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- [How can I buy funds in GFunds?](#)
- [When will I receive my GFunds Buy or Sell orders?](#)
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- [I can't buy or sell in GFunds. What do I do?](#)
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30843460974489

Source: <https://help.gcash.com/hc/en-us/articles/30843460974489-How-can-I-sell-withdraw-funds-from-GFunds>

How can I send crypto below PHP 50 000 to another wallet or exchange in GCrypto {#how-can-i-send-crypto-below-php-50-000-to-another-wallet-or-exchange-in-gcrypto}

Path: articles/10203037376025-How-can-I-send-crypto-below-PHP-50-000-to-another-wallet-or-exchange-in-GCrypto

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Sending crypto in GCrypto allows you to transfer digital currencies from your GCrypto wallet to another wallet or exchange.

How to send crypto using GCrypto:

1. Tap on your desired crypto
2. Tap **Send**
3. Input the amount you want to send, the recipient's wallet or exchange address, and the destination tag (if applicable) **Note:** You can also scan the **QR code** of the recipient's address
4. Review the details of your transaction and acknowledge the prompt noting that the transaction is irreversible then tap **Send**
5. Enter the One-Time Pin sent by PDAX via Email, then tap **Submit Code**

To confirm the status of your sent crypto, visit the **GCrypto Transactions** page in your dashboard.

Need more Help?

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

- [How can I send crypto over PHP 50,000 to another wallet or exchange in GCrypto?](#)
- [How can I receive crypto using GCrypto?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
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How can I send crypto over PHP 50 000 to another wallet or exchange in GCrypto {#how-can-i-send-crypto-over-php-50-000-to-another-wallet-or-exchange-in-gcrypto}

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You can send crypto over PHP 50,000 via GCrypto. Here's how:

Note:

Always make sure you are using the correct blockchain network before sending or receiving crypto.

1. Tap on your desired crypto
2. Tap **Send**
3. Input the amount you want to send, the recipient's wallet or exchange address, and the destination tag (if applicable) **Note:** You can also scan the **QR code** of the recipient's address
4. Select whether the crypto will be sent to an Exchange wallet (Exchange) or non-exchange wallet (Wallet)
5. If Wallet is selected, tap **Continue**. If Exchange is selected, fill out the required information and then tap **Continue**
6. Review the details carefully, then tap **Send**
7. Enter the One-Time Pin sent by PDAX via Email, then tap **Submit Code**

To confirm the status of your sent crypto, visit the **GCrypto Transaction History** in your dashboard.

Need more Help?

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

- [How can I send crypto below PHP 50,000 to another wallet or exchange in GCrypto?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/31308558631321-How-can-I-send-crypto-over-PHP-50-000-to-another-wallet-or-exchange-in-GCrypto>

How can I send money in GCash via QR code {#how-can-i-send-money-in-gcash-via-qr-code}

Path: articles/900005327223-How-can-I-send-money-in-GCash-via-QR-code

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- [What are the steps to get a Fully Verified GCash account?](#)
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You can send money to another GCash user by scanning or uploading their QR code. The QR scanner accepts [GCash Personal QR](#), GCash Merchant QR, or External Bank QR codes. Follow the steps below to learn how:

1. On the GCash homepage, tap **QR**
2. Scan or upload a **GCash Personal QR** or a generated **Bank QR**
3. Enter the amount and optional message then tap **Next**
4. Confirm if the details are correct then tap **Send**

Note:

GCash to GCash transfers using QR are still **FREE**. However, InstaPay fees may apply for banks or other e-wallets.

Need more Help?

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

- [How do I generate my personal GCash QR?](#)
- [How do I send money to another GCash account?](#)
- [I see an error when I try to send money to another GCash account. What do I do?](#)
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How can I send remittance to a GCash wallet {#how-can-i-send-remittance-to-a-gcash-wallet}

Path: articles/31651143866137-How-can-I-send-remittance-to-a-GCash-wallet

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

You can send your remittance to a GCash user's wallet by:

- Transacting at a physical branch
- Through the partner's website/app

Note that the availability of services may vary per country.

Here's how you can make the transaction via the GCash app:

1. On the GCash homepage, tap **Cash In**
2. Select **Global Banks and Partners**
3. Under Remittance Partners, select your preferred partner
4. Check the instructions to Cash In

Always check all the details. The receiver's GCash-registered name and mobile number **must match**.

Need more Help?

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

- [What are the GCash Cash In fees I need to know about?](#)
- [I didn't receive my cash in to my GCash wallet. What do I do?](#)
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How can I submit additional documents for my GCash Jr verification {#how-can-i-submit-additional-documents-for-my-gcash-jr-verification}

Path: articles/42598618757913-How-can-I-submit-additional-documents-for-my-GCash-Jr-verification

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
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If you're stuck on the page below and have already completed the ID Scan, Selfie Scan, and form for your GCash Jr. Verification, you may have to submit additional documents.

Please make sure your parent is a Fully Verified GCash user and provide the following documents:

- Photo or Original Copy of your Birth Certificate (Philippine Statistics Authority/National Statistics Office/ Certified True Copy)
- A selfie with your parent holding your ID

To proceed with your GCash Jr. verification and submit additional documents, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

If you've submitted additional documents for GCash Jr. verification but are still stuck in the "We're verifying your account" page, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

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Source: <https://help.gcash.com/hc/en-us/articles/42598618757913-How-can-I-submit-additional-documents-for-my-GCash-Jr-verification>

How can I top up my GCrypto Trading Wallet {#how-can-i-top-up-my-gcrypto-trading-wallet}

Path: articles/10200245771545-How-can-I-top-up-my-GCrypto-Trading-Wallet

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Topping up your GCrypto Trading Wallet means adding funds to your wallet, which you can use to buy cryptocurrency. Ensure you stay within your [GCash Wallet Transaction Limits](#), and [GCrypto Trading Wallet Limits](#) to avoid any issues.

How to top up your GCrypto Trading Wallet:

1. On the GCrypto dashboard, tap **Top Up**
2. Enter the amount you wish to top up and tap **Continue**
3. Review your details then tap **Pay**

You'll see a confirmation message once the top-up is successful.

To confirm your GCrypto top-up transactions, check your **GCash App Inbox** and **GCash Transaction History**.

Need more Help?

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

- [What is the GCrypto Trading Wallet?](#)
- [How much are the transaction limits for the GCrypto Trading Wallet?](#)
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10200245771545

Source: <https://help.gcash.com/hc/en-us/articles/10200245771545-How-can-I-top-up-my-GCrypto-Trading-Wallet>

How can I top up my GStocks PH account {#how-can-i-top-up-my-gstocks-ph-account}

Path: articles/17542490721689-How-can-I-top-up-my-GStocks-PH-account

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Before buying stocks in GStocks PH, make sure to top up your GStocks PH Wallet. To buy stocks via AB Capital Securities Inc. (ABCSI), you need to add funds to your GStocks PH Wallet using your GCash Wallet. Follow these simple steps to top up your GStocks PH Wallet:

1. On your GStocks PH dashboard > **AB Capital Securities Inc.**
2. Select **Top Up**
3. Input the amount you want to top up and select **Next**
4. Review the top-up amount > **Confirm**

After confirming your top-up, please wait up to **1 business day** for the funds to appear in your trading account.

You may also choose to fund your online account using stock certificates. To do this, please call AB Capital Securities directly at **(+632) 8898-7585** or email them at gcashes@ABCapital.com.ph.

Need more Help?

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

- [How can I withdraw from my GStocks PH Wallet account?](#)
- [How can I buy PH stocks in GStocks PH?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/17542490721689-How-can-I-top-up-my-GStocks-PH-account>

How can I update my account information in GCrypto {#how-can-i-update-my-account-information-in-gcrypto}

Path: articles/31308652046361-How-can-I-update-my-account-information-in-GCrypto

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You might see a prompt to update your account information even if you're Fully Verified because it's been a while since you first verified it. The Bangko Sentral ng Pilipinas requires Fully Verified users to update their information regularly to keep full access to all GCash features.

To update your GCrypto account information, you first need to ensure [your GCash profile is up to date](#). You can change details such as your **name, email address, birthday, birthplace, nationality, address, and income source** directly in your GCash profile.

How to update GCash Profile:

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

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

Once your GCash profile is updated, [click here to ask for help](#) to change your GCrypto account information.

If you are requesting to change your **mobile number**, please ensure that your new mobile number is [Fully Verified](#), then [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

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

- [How can I update the details in my GCrypto account?](#)
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How can I update my account information in my GStocks PH account {#how-can-i-update-my-account-information-in-my-gstocks-ph-account}

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To change your email address and registered GCash mobile number tied to your GStocks PH account, [click here to ask for help.](#)

Need more Help?

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

- [How can I change or cancel my GStocks PH order?](#)
- [How do I check the status of my GStocks PH order?](#)
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How can I update my mobile number for my GCredit account {#how-can-i-update-my-mobile-number-for-my-gcredit-account}

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To update your GCash registered number with GCredit, make sure your new number is **fully verified** then [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Please wait for **24 hours** for your new details to reflect in your GCredit account.

Need more Help?

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

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- [How can I update my mobile number for my GCredit account?](#)
- [Why was my GCredit account closed?](#)
- [My GCredit was deactivated. What do I do?](#)
- [How do I delete my GCredit account?](#)

4408340229657

Source: <https://help.gcash.com/hc/en-us/articles/4408340229657-How-can-I-update-my-mobile-number-for-my-GCredit-account>

How can I update my mobile number for my GGives account {#how-can-i-update-my-mobile-number-for-my-ggives-account}

Path: articles/4408119355417-How-can-I-update-my-mobile-number-for-my-GGives-account

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

Articles in this section

- [Am I allowed to cancel my GGives loan?](#)
- [How can I update my mobile number for my GGives account?](#)
- [How do I delete my GGives account?](#)

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

To update your GCash-registered number with GGives, make sure your new number is **fully verified** first. Once it's verified, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Once it is processed by our representative, please wait **24 hours** for your new details to reflect in your GGives account.

Need more Help?

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

- [How can I pay for my GGives dues?](#)
- [Am I allowed to cancel my GGives loan?](#)
- [How do I delete my GGives account?](#)

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Am I allowed to cancel my GGives loan?

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How do I delete my GGives account?

- [Am I allowed to cancel my GGives loan?](#)
- [How can I update my mobile number for my GGives account?](#)
- [How do I delete my GGives account?](#)

4408119355417

Source: <https://help.gcash.com/hc/en-us/articles/4408119355417-How-can-I-update-my-mobile-number-for-my-GGives-account>

How can I update my mobile number for my GLoan account {#how-can-i-update-my-mobile-number-for-my-gloan-account}

Path: articles/30655381979161-How-can-I-update-my-mobile-number-for-my-GLoan-account

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Articles in this section

- [How can I update my mobile number for my GLoan account?](#)
- [Who is the lender of my GLoan?](#)
- [How do I delete my GLoan account?](#)

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

To update your GCash registered number with GLoan, **make sure your new number is fully verified** then [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Once processed, please wait for **48 hours** for your new details to reflect in your GLoan account.

Need more Help?

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

- [How much can I borrow with GLoan?](#)
- [What are the GLoan fees I need to know about?](#)
- [How do I delete my GLoan account?](#)
- [I want to update my mobile number registered to my GCash Account](#)

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Who is the lender of my GLoan?

- [How can I update my mobile number for my GLoan account?](#)
- [Who is the lender of my GLoan?](#)
- [How do I delete my GLoan account?](#)

30655381979161

Source: <https://help.gcash.com/hc/en-us/articles/30655381979161-How-can-I-update-my-mobile-number-for-my-GLoan-account>

How can I update the details in my GCrypto account {#how-can-i-update-the-details-in-my-gcrypto-account}

Path: articles/10333738279321-How-can-I-update-the-details-in-my-GCrypto-account

ADVISORY:

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Articles in this section

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

Promoted articles

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

You can update the **address and mobile number** registered in your GCash account that is linked to your GCrypto account.

To update the mobile number linked to your GCrypto account, make sure that your new number is Fully Verified on GCash before proceeding.

Once your GCash profile is updated, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Please wait for **24 hours** for your new details to reflect in your GCrypto account.

Need more Help?

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

- [How can I update my account information in GCrypto?](#)
- [I can't access my GCrypto account. What do I do?](#)
- [How can I buy crypto in GCrypto?](#)
- [How can I receive crypto using GCrypto?](#)

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How can I update my account information in GCrypto?

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

10333738279321

Source: <https://help.gcash.com/hc/en-us/articles/10333738279321-How-can-I-update-the-details-in-my-GCrypto-account>

How can I update the mobile number linked to my EzySave by Maybank account {#how-can-i-update-the-mobile-number-linked-to-my-ezysave-by-maybank-account}

Path: articles/10989897690265-How-can-I-update-the-mobile-number-linked-to-my-EzySave-by-Maybank-account

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Articles in this section

- [Can I open an EzySave+ by Maybank account?](#)
- [What is the interest rate in EzySave+ by Maybank?](#)
- [How can I get a Maybank VISA debit card?](#)
- [How can I make a deposit to my EzySave+ by Maybank account?](#)

- [How can I withdraw from my EzySave+ by Maybank account?](#)
- [How can I update the mobile number linked to my EzySave+ by Maybank account?](#)
- [How do I close my EzySave+ by Maybank account?](#)

Promoted articles

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

To change the mobile number linked to your EzySave+ by Maybank account, you must first change the mobile number registered to your GCash account. [Click here](#) to learn how.

Once you've completed the process, the mobile number linked to your EzySave+ by Maybank account will also be updated within **14 business days**.

Make sure your new number is fully verified then [click here](#) to ask for help. A customer service representative will contact you in **1-2 business days**.

Need more Help?

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

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

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How can I withdraw from my EzySave+ by Maybank account?

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- [Can I open an EzySave+ by Maybank account?](#)
- [What is the interest rate in EzySave+ by Maybank?](#)
- [How can I get a Maybank VISA debit card?](#)
- [How can I make a deposit to my EzySave+ by Maybank account?](#)
- [How can I withdraw from my EzySave+ by Maybank account?](#)
- [How can I update the mobile number linked to my EzySave+ by Maybank account?](#)
- [How do I close my EzySave+ by Maybank account?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/10989897690265-How-can-I-update-the-mobile-number-linked-to-my-EzySave-by-Maybank-account>

How can I update the mobile number linked to my GSave by CIMB account {#how-can-i-update-the-mobile-number-linked-to-my-gsave-by-cimb-account}

Path: articles/4416045289113-How-can-I-update-the-mobile-number-linked-to-my-GSave-by-CIMB-account

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Articles in this section

- [When will my new CIMB Grow interest rate take effect?](#)
- [I want to upgrade to CIMB Grow but the app says I am not eligible. What do I have to do to become eligible?](#)
- [Can I open a CIMB Grow account in GCash?](#)
- [Can I open a GSave by CIMB account?](#)
- [What is the interest rate in GSave by CIMB?](#)
- [How can I make a deposit to my GSave by CIMB account?](#)
- [How can I withdraw from my GSave by CIMB account?](#)
- [How can I update the mobile number linked to my GSave by CIMB account?](#)
- [What is GSave Quick Save?](#)
- [How can I close my GSave by CIMB account?](#)

Promoted articles

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

To change the mobile number linked to your GSave by CIMB account, you must first change the mobile number registered to your GCash account. [Click here](#) to learn how.

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

Make sure your new number is Fully Verified then [click here](#) to ask for help. A customer service representative will contact you within **1-2 business days**.

Need more Help?

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

- [How can I withdraw from my GSave by CIMB account?](#)
- [What is GSave Quick Save?](#)
- [How do I close my GSave by CIMB account?](#)

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How can I withdraw from my GSave by CIMB account?

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- [When will my new CIMB Grow interest rate take effect?](#)
- [I want to upgrade to CIMB Grow but the app says I am not eligible. What do I have to do to become eligible?](#)
- [Can I open a CIMB Grow account in GCash?](#)
- [Can I open a GSave by CIMB account?](#)
- [What is the interest rate in GSave by CIMB?](#)
- [How can I make a deposit to my GSave by CIMB account?](#)
- [How can I withdraw from my GSave by CIMB account?](#)
- [How can I update the mobile number linked to my GSave by CIMB account?](#)
- [What is GSave Quick Save?](#)
- [How can I close my GSave by CIMB account?](#)

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How can I update the mobile number linked to my MySaveUp by BPI account {#how-can-i-update-the-mobile-number-linked-to-my-mysaveup-by-bpi-account}

Path: articles/5846368238873-How-can-I-update-the-mobile-number-linked-to-my-MySaveUp-by-BPI-account

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Articles in this section

- [Can I open a #MySaveUp by BPI account?](#)
- [What is the interest rate in #MySaveUp by BPI?](#)
- [How can I make a deposit to my #MySaveUp by BPI account?](#)
- [How can I withdraw from my #MySaveUp by BPI account?](#)
- [How can I update the mobile number linked to my #MySaveUp by BPI account?](#)
- [How can I close my #MySaveUp by BPI account?](#)

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

To change the mobile number linked to your #MySaveUp by BPI account, you must first change the mobile number registered to your GCash account. [Click here](#) to learn how.

Once you've completed the process, the mobile number linked to your #MySaveUp by BPI account will also be updated within **14 business days**.

Make sure your new number is fully verified then [click here](#) to ask for help. A customer service representative will contact you in **1-2 business days**.

Need more Help?

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

- [What is the interest rate in #MySaveUp by BPI?](#)
- [How can I withdraw from my #MySaveUp by BPI account?](#)
- [How do I close my #MySaveUp by BPI account?](#)

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- [How can I make a deposit to my #MySaveUp by BPI account?](#)
- [How can I withdraw from my #MySaveUp by BPI account?](#)
- [How can I update the mobile number linked to my #MySaveUp by BPI account?](#)
- [How can I close my #MySaveUp by BPI account?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/5846368238873-How-can-I-update-the-mobile-number-linked-to-my-MySaveUp-by-BPI-account>

How can I update the mobile number linked to my UNOready GCash by UNOBank account {#how-can-i-update-the-mobile-number-linked-to-my-unoready-gcash-by-unobank-account}

Path: articles/15034906048281-How-can-I-update-the-mobile-number-linked-to-my-UNOready-GCash-by-UNOBank-account

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Articles in this section

- [How do I link my #UNOready@GCash to the UNO Mobile app?](#)
- [What are the fees or charges for pre-terminating my #UNOReady@GCash by UNO Bank time deposit?](#)
- [Can I open a #UNOready@GCash by UNOBank account?](#)
- [What is the interest rate in #UNOready@GCash by UNOBank?](#)
- [How can I make a deposit to my #UNOready@GCash by UNOBank account?](#)
- [How can I withdraw from my #UNOready@GCash by UNOBank account?](#)
- [What is a #UNOready@GCash by UNOBank time deposit?](#)
- [How can I pre-terminate my time deposit with #UNOready@GCash by UNOBank?](#)
- [How can I update the mobile number linked to my #UNOready@GCash by UNOBank account?](#)
- [How do I close my #UNOready@GCash by UNOBank account?](#)

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

To change the mobile number linked to your #UNOready@GCash by UNOBank account, please [change the mobile number registered to your GCash account](#).

Make sure your new number is fully verified then [click here to ask for help](#). A customer service representative will contact you in **1-2 business days**.

Once your GCash number is updated, call UNOBank's Customer Happiness team at **(02) 8811 8866** or **+639190599866** to update your mobile number in UNOBank.

Need more Help?

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

- [How can I make a deposit to my #UNOready@GCash by UNOBank account?](#)
- [How can I withdraw from my #UNOready@GCash by UNOBank account?](#)
- [How do I close my #UNOready@GCash by UNOBank account?](#)

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- [How do I link my #UNOready@GCash to the UNO Mobile app?](#)
- [What are the fees or charges for pre-terminating my #UNOReady@GCash by UNO Bank time deposit?](#)
- [Can I open a #UNOready@GCash by UNOBank account?](#)
- [What is the interest rate in #UNOready@GCash by UNOBank?](#)
- [How can I make a deposit to my #UNOready@GCash by UNOBank account?](#)
- [How can I withdraw from my #UNOready@GCash by UNOBank account?](#)
- [What is a #UNOready@GCash by UNOBank time deposit?](#)
- [How can I pre-terminate my time deposit with #UNOready@GCash by UNOBank?](#)
- [How can I update the mobile number linked to my #UNOready@GCash by UNOBank account?](#)
- [How do I close my #UNOready@GCash by UNOBank account?](#)

15034906048281

Source: <https://help.gcash.com/hc/en-us/articles/15034906048281-How-can-I-update-the-mobile-number-linked-to-my-UNOready-GCash-by-UNOBank-account>

How can I upgrade my Basic GStocks PH account to Full GStocks PH account {#how-can-i-upgrade-my-basic-gstocks-ph-account-to-full-gstocks-ph-account}

Path: articles/31210586612633-How-can-I-upgrade-my-Basic-GStocks-PH-account-to-Full-GStocks-PH-account

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Articles in this section

- [Can I open a GStocks PH account?](#)
- [What are the features of ABCSI Online Trading Platform in GStocks PH?](#)
- [How can I upgrade my Basic GStocks PH account to Full GStocks PH account?](#)

Promoted articles

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

You can only open an individual Basic or Full GStocks PH account for your GCash number. There is **no minimum deposit amount** required to open a GStocks PH account.

A Basic GStocks PH account has a maximum top-up limit of **PHP 50,000**, while a **Full GStocks PH account has no top-up limit**.

Open a Basic GStocks PH account

To sign up for a Basic GStocks PH account, follow these steps:

1. On your GCash app, tap **GInvest > GStocks PH > AB Capital Securities, Inc.**
2. Review or update your basic user information
3. Complete all details and attach a picture of your three (3) specimen signatures
4. Read and accept all the agreements and consent forms from ABCI > **Submit**

To upgrade your Basic GStocks PH account to a Full GStocks PH account, tap **Upgrade Now** on your GStocks PH dashboard and follow the registration process.

Open a Full GStocks PH account

To sign up for a Full GStocks PH account, follow these steps:

1. On your GCash app, tap **GInvest > GStocks PH > AB Capital Securities, Inc.**
2. Tap **Get Started > AB Capital Securities Inc.**
3. Select **Full Account > Let's Get Started**
4. Review your current information and upload your signature. Tap **Next**
5. Complete all required information and tap **Next**
6. Answer the questions to determine your investor profile. Select **Next**
7. Review all your information and agree to all the terms and conditions. Tap **Submit**

After submitting your application, you'll be directed to a page confirming your successful application for a GStocks PH account.

ABCSI will **contact you within 24 hours**, but **processing your application may take up to 7 business days**, depending on the review of your submitted documents.

Need more Help?

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

- [Can I open a GStocks PH account?](#)
- [How can I top up my GStocks PH account?](#)
- [How can I withdraw from my GStocks PH Wallet account?](#)

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What are the features of ABCSI Online Trading Platform in GStocks PH?

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- [Can I open a GStocks PH account?](#)
- [What are the features of ABCSI Online Trading Platform in GStocks PH?](#)
- [How can I upgrade my Basic GStocks PH account to Full GStocks PH account?](#)

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How can I use GCash to buy load {#how-can-i-use-gcash-to-buy-load}

Path: articles/4413709634969-How-can-I-use-GCash-to-buy-load

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Articles in this section

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

Promoted articles

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

Your GCash account needs to be Fully Verified before you can buy load. Buying load in the GCash app has convenience fees.

You can buy load for your mobile number or another user such as Telco, Broadband, and Lifestyle products through your GCash app by following the steps below:

1. On the GCash app, tap **Load**
2. Select the **type of load** you wish to purchase
3. Input the **mobile number** you want to top up > **Next**
4. Confirm the details, then tap **Yes, proceed**
5. Select your **desired load amount** > **Buy Now**
6. Review the payment details > **Pay**

If your transaction is successful, you'll see a receipt confirming your payment.

Check out the types of Telco, Broadband, and Non-Telco products you can load with GCash:

Telco

- Globe
- TM
- GOMO
- SMART
- TNT

- DITO
- eSIM (International)

Broadband

- Globe
- Globe Business
- GFiber Prepaid
- DITO Home
- SMART
- SMART Bro Home Wifi

Non-Telco

- Cignal
- Game Credits
 - Arena Breakout (Bonds)
 - IMCASH
 - Xbox Live (Membership)
 - Minecraft (Coin)
 - Bigo (Diamond)
 - Honor of Kings (Tokens)
 - Gameclub (Credits)
 - Razer Gold (PINs)
 - PlayStation (USD, HKD, SGD)
 - Steam Wallet (Codes)
 - Valorant (Points)
 - UniPin Voucher
 - Google Play Store
 - MetaVerse Go
 - Legends of Runeterra (Coins)
 - Roblox (Credits)
 - WarpPortal
- Social
 - Tinder
- Insurance
 - Konsulta MD
 - JuanLife
 - Cebuana Lhuillier
 - MWell
- Entertainment
 - Viu
 - Kumu
 - Crunchyroll
 - VivaMax
 - iQiyi
 - BEIN
 - Da Vinci Kids
 - Upskillist
 - Bilibili
- PayTV
 - GPinoy
 - Pilipinas Live
 - SatLive
 - Cignal

Need more Help?

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

- [What are the telco load convenience fees in GCash?](#)
- [I can't buy load using GCash. What do I do?](#)
- [I didn't receive my telco or non-telco load. What do I do?](#)

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How can I activate my eSIM after buying it on GCash?

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What are the telco load convenience fees in GCash?

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

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Source: <https://help.gcash.com/hc/en-us/articles/4413709634969-How-can-I-use-GCash-to-buy-load>

How can I use GCredit to pay {#how-can-i-use-gcredit-to-pay}

Path: articles/360038858973-How-can-I-use-GCredit-to-pay

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

Articles in this section

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

Promoted articles

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

You can use GCredit as a **primary payment option** or a **backup payment option**.

GCredit as a payment option

Here's how you can use GCredit to pay to GCash merchants, for bills, GInsure, GLife, and online transactions:

1. On the payment page, select **GCredit** as the payment method
2. Check the available amount you can pay with GCredit
3. Tap **Pay**

A confirmation page will appear if the transaction is successful.

GCredit as backup

You can select GCredit as your backup payment option for Google Play or App Store in case your other payment options fail due to insufficient balance by following these steps:

1. On your GCash app, click **Borrow > GCredit**
2. Tap **Online Payment Settings**
3. Select **Enable GCredit as backup > Enable GCredit**

Need more Help?

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

- [How much can I borrow with GCredit?](#)
- [What are the interest rates in GCredit?](#)
- [How can I pay for my GCredit dues?](#)

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What are the interest rates in GCredit?

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How can I increase my GCredit limit?

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

360038858973

Source: <https://help.gcash.com/hc/en-us/articles/360038858973-How-can-I-use-GCredit-to-pay>

How can I use GGives to pay {#how-can-i-use-ggives-to-pay}

Path: articles/4408130159513-How-can-I-use-GGives-to-pay

ADVISORY:

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

Articles in this section

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

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

To use GGives to pay, make sure to activate your GGives first. GGives cannot be used to pay for any loans. Check your available credit limit, and check if you are within your loan count limit.

Here's how you can make payment to our GGives Partner Merchants:

1. When at the cashier or cashier page, choose to **pay with GCash** and log in to your GCash account
2. Select **GGives** as your payment method on the GCash app > tap **See Installment Options**
3. Select your **preferred installment plan** and **Agree to the Disclosure Statement**
4. Tap **Pay with GGives**

You will be redirected to the confirmation receipt of your payment purchase. Afterward, you will receive a PDF of your disclosure statement via email, which will include your payment schedule.

Note:

Once you have purchased using GGives and signed the disclosure agreement, **you can no longer change the details of your GGives loan.**

Need more Help?

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

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

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

4408130159513

Source: <https://help.gcash.com/hc/en-us/articles/4408130159513-How-can-I-use-GGives-to-pay>

How can I use Scan to Pay via QR Code {#how-can-i-use-scan-to-pay-via-qr-code}

Path: articles/360017563034-How-can-I-use-Scan-to-Pay-via-QR-Code

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

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

You can make cashless transactions using Scan to Pay via QR at accredited merchants across the Philippines. Here's how:

Scan to Pay via QR Code:

1. Open the GCash App and tap **QR**
2. Scan the merchant's QR code with your phone, ensuring it's within the frame.
3. Confirm payment details and tap **Pay**

Generate Your Personal QR Code:

1. Open the GCash App and tap the **QR**
2. Select **Generate QR**
3. Tap **Pay using QR Code** and let the merchant scan your code

You and the merchant will both receive an SMS/text confirming your payment.

Need more Help?

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

- [Can GCash QR Payments be used in other countries?](#)
- [I can't scan the QR code. What do I do?](#)
- [I was charged multiple times after using Scan to Pay. What do I do?](#)

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

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Source: <https://help.gcash.com/hc/en-us/articles/360017563034-How-can-I-use-Scan-to-Pay-via-QR-Code>

How can I use Ship Deliver to book couriers {#how-can-i-use-ship-deliver-to-book-couriers}

Path: articles/19365329794841-How-can-I-use-Ship-Deliver-to-book-couriers

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Ship & Deliver is a GCash feature powered by Parcels PH that lets you compare prices and book courier services from Grab, Lalamove, Panda Go, and others.

How to place an order

1. Tap **Add New Order** on the Ship & Deliver page
2. Select **On-Demand Delivery**
3. Select whether to **Pickup Now** or **Pickup Later**
 - If you choose Pickup Later, input the time and date you prefer your order to be picked up.
4. Input the pickup and drop-off details, item details, and courier then tap **Review Payment Summary**
5. Review the payment details then tap **Pay with GCash**

After booking, you will be directed to the order tracking page, where you can monitor the status of your delivery. Depending on the courier, you may also receive SMS updates including tracking links and rider contact details.

Note: If the driver cancels or doesn't proceed with your order, your payment will be automatically refunded to your GCash account in real time.

How to save an address

For faster future bookings, you may add your address and contact details. You can save up to **five (5) addresses** for your convenience. Here's how:

1. From My Bookings, tap **Address Book**
2. Tap **Add Address**
3. Input the necessary details and tap **Save**
4. Tap **Pin Location** to confirm your address

How to track your order

You can check your delivery status on the tracking page. Refer to the table below for order statuses:

Status	Description
--	Pending No rider confirmed yet
--	For Pick-Up Rider is on the way to the pick up location
--	For Delivery Rider is on the way to the recipient
Completed	Item has successfully been dropped off
Canceled	User cancels the delivery request before the rider has arrived at the pick up point

Follow the steps below to learn how to track your order:

1. From Search Order, input your order number
2. Tap on the order you would like to track and tap **Track Order**

Need more Help?

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

- [How do I cancel my order on Ship & Deliver?](#)

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- [How can I use Ship & Deliver to book couriers?](#)
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How can I withdraw from my EzySave by Maybank account {#how-can-i-withdraw-from-my-ezysave-by-maybank-account}

Path: articles/30243135066905-How-can-I-withdraw-from-my-EzySave-by-Maybank-account

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- [Can I open an EzySave+ by Maybank account?](#)
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- [How can I withdraw from my EzySave+ by Maybank account?](#)
- [How can I update the mobile number linked to my EzySave+ by Maybank account?](#)
- [How do I close my EzySave+ by Maybank account?](#)

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

Before making a withdrawal from your EzySave+ by Maybank account to your GCash Wallet, check your [Wallet and Transaction Limits](#).

To withdraw funds from your EzySave+ by Maybank account, follow these steps:

1. On your EzySave+ by Maybank dashboard, select > **Withdraw**
2. Enter the amount you want to withdraw > **Next**
3. Review and confirm the amount > **Confirm**
4. Enter the 6-digit authentication code sent to your GCash-registered mobile number > **Confirm**

You'll see a confirmation page once your withdrawal is successful. Funds will be credited to your GCash Wallet from your EzySave+ by Maybank account in **real-time**.

Note:

Withdrawal of funds from your EzySave+ by Maybank account will NOT affect your wallet limits.

Need more Help?

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

- [How can I get a Maybank VISA debit card?](#)
- [How can I make a deposit to my EzySave+ by Maybank account?](#)
- [How can I update the mobile number linked to my EzySave+ by Maybank account?](#)

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How can I withdraw from my GCrypto Trading Wallet {#how-can-i-withdraw-from-my-gcrypto-trading-wallet}

Path: articles/31304830152089-How-can-I-withdraw-from-my-GCrypto-Trading-Wallet

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- [What is the GCrypto Trading Wallet?](#)
- [How can I top up my GCrypto Trading Wallet?](#)

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

Withdrawing from your GCrypto Trading Wallet allows you to transfer your crypto funds into your GCash Wallet. Ensure you stay within your [GCash Wallet Transaction Limits](#), and [GCrypto Trading Wallet Limits](#) to avoid any issues.

How to withdraw from your GCrypto Trading Wallet:

1. On the GCrypto dashboard, tap **Withdraw**
2. Enter your desired amount and tap **Continue**
3. Enter the OTP sent to your GCash registered number and tap **Submit**

You'll see a confirmation message once the withdrawal is successful.

To verify your GCrypto withdrawal transactions, check your **GCash App Inbox** and **GCash Transaction History**.

Need more Help?

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

- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [How much are the transaction limits for the GCrypto Trading Wallet?](#)
- [How can I top up my GCrypto Trading Wallet?](#)
- [What are the GCrypto Networks and Fees I need to know about?](#)

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How can I withdraw from my GSave by CIMB account {#how-can-i-withdraw-from-my-gsave-by-cimb-account}

Path: articles/30241685942425-How-can-I-withdraw-from-my-GSave-by-CIMB-account

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- [Can I open a GSave by CIMB account?](#)
- [What is the interest rate in GSave by CIMB?](#)
- [How can I make a deposit to my GSave by CIMB account?](#)
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- [How can I update the mobile number linked to my GSave by CIMB account?](#)
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- [How do I send money to another GCash account?](#)

Before making a withdrawal from your GSave by CIMB account to your GCash Wallet, check your [Wallet and Transaction Limits](#).

To withdraw funds from your GSave by CIMB account, follow these steps:

1. On your GSave by CIMB dashboard, select **Withdraw**
2. Enter the amount you want to withdraw > **Next**
3. Check the amount > **Confirm**
4. Enter the 6-digit authentication code sent to your GCash-registered mobile number.
Tap **Submit**

You'll see a confirmation page once your withdrawal is successful. Funds will be credited to your GCash Wallet from your GSave by CIMB account in **real time**.

Note:

Withdrawal of funds from your GSave by CIMB account will **NOT** affect your wallet limits.

Need more Help?

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

- [How can I make a deposit to my GSave by CIMB account?](#)
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- [How can I close my GSave by CIMB account?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30241685942425-How-can-I-withdraw-from-my-GSave-by-CIMB-account>

How can I withdraw from my GStocks PH Wallet account {#how-can-i-withdraw-from-my-gstocks-ph-wallet-account}

Path: articles/31210579108633-How-can-I-withdraw-from-my-GStocks-PH-Wallet-account

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Articles in this section

- [How can I top up my GStocks PH account?](#)
- [How can I withdraw from my GStocks PH Wallet account?](#)

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

Before making a withdrawal from your GStocks PH Wallet to your GCash Wallet, check your [Wallet and Transaction Limits](#). If you've already reached your limit, you won't be able to withdraw funds.

To withdraw funds from your GStocks PH Wallet, follow these steps:

1. On your GStocks PH dashboard > **AB Capital Securities Inc.**
2. Select **Withdraw**

3. Input the amount you want to withdraw and select **Next**
4. Review the amount you want to withdraw and tap **Confirm**

Once you confirm your withdrawal, your funds will be in your GCash wallet within **2-3 banking days**.

To physically withdraw your stock certificates, please reach out to gcashcs@ABCapital.com.ph.

Need more Help?

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

- [How can I top up my GStocks PH account?](#)
- [How can I buy PH stocks in GStocks PH?](#)
- [How can I change or cancel my GStocks PH order?](#)

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How can I withdraw from my MySaveUp by BPI account {#how-can-i-withdraw-from-my-mysaveup-by-bpi-account}

Path: articles/30242279662233-How-can-I-withdraw-from-my-MySaveUp-by-BPI-account

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- [Can I open a #MySaveUp by BPI account?](#)

- [What is the interest rate in #MySaveUp by BPI?](#)
- [How can I make a deposit to my #MySaveUp by BPI account?](#)
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- [How can I update the mobile number linked to my #MySaveUp by BPI account?](#)
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- [How do I send money to another GCash account?](#)

Before making a withdrawal from your #MySaveUp by BPI account to your GCash Wallet, check your [Wallet and Transaction Limits](#).

To withdraw funds from your #MySaveUp by BPI account, follow these steps:

1. On your #MySaveUp by BPI dashboard, select **Withdraw**
2. Enter the amount you want to withdraw > **Next**
3. Review and confirm the amount > **Confirm**
4. Enter the 6-digit authentication code sent to your GCash-registered mobile number > **Confirm**

You'll see a confirmation page once the withdrawal is successful. Funds will be credited to your GCash Wallet from your #MySaveUp by BPI account in **real time**.

Note:

Withdrawal of funds from your #MySaveUp by BPI account **will NOT** affect your wallet limits.

Need more Help?

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

- [What is the interest rate in #MySaveUp by BPI?](#)
- [How can I make a deposit to my #MySaveUp by BPI account?](#)
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- [How can I close my #MySaveUp by BPI account?](#)

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How can I withdraw from my UNOready GCash by UNOBank account {#how-can-i-withdraw-from-my-unoready-gcash-by-unobank-account}

Path: articles/30243695073305-How-can-I-withdraw-from-my-UNOready-GCash-by-UNOBank-account

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Before making a withdrawal from your #UNOready@GCash by UNOBank account to your GCash Wallet, check your [Wallet and Transaction Limits](#).

To withdraw funds from your #UNOready@GCash by UNOBank account, follow these steps:

1. On your #UNOready@GCash by UNOBank dashboard, select **Withdraw**
2. Enter the amount you want to withdraw > **Next**
3. Review and confirm the amount > **Continue**

4. Enter the 6-digit authentication code sent to your GCash-registered mobile number

You'll see a confirmation page once your withdrawal is successful. Funds will be credited to your GCash Wallet from your #UNOready@GCash by UNOBank account in **real-time**.

Note:

Withdrawal of funds from your #UNOready@GCash by UNOBank account will **NOT** affect your wallet limits.

Need more Help?

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

- [Can I open a #UNOready@GCash by UNOBank account?](#)
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- [How can I update the mobile number linked to my #UNOready@GCash by UNOBank account?](#)
- [How do I close my #UNOready@GCash by UNOBank account?](#)

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How can I withdraw from my eC Savings GSave account {#how-can-i-withdraw-from-my-ec-savings-gsave-account}

Path: articles/43849223273241-How-can-I-withdraw-from-my-eC-Savings-GSave-account

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- [How can I make a deposit to my eC-Savings GSav account?](#)
- [How can I withdraw from my eC-Savings GSav account?](#)
- [How do I change the mobile number linked to my eC-Savings GSav account?](#)
- [How do I close my eC-Savings GSav account?](#)

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

Before making a withdrawal from your eC-Savings GSav account to your GCash Wallet, check your [Wallet and Transaction Limits](#). If you've already reached your limit, you won't be able to withdraw funds.

To withdraw funds from your eC-Savings GSav account, follow these steps:

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

After withdrawing, you'll be directed to a page confirming your successful transaction. Funds will be credited to your GCash Wallet from your eC-Savings GSav account in **real-time**.

Note: Withdrawal of funds from your eC-Savings GSav account will NOT affect your GCash Wallet limits.

Need more Help?

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

- [I made a deposit to my GSav account but it still has not been credited to my account. What do I do?](#)
- [What is the interest rate for eC-Savings by Cebuana Lhuillier Rural Bank?](#)
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How do I activate my AMEX Virtual Pay Card in GCash {#how-do-i-activate-my-amex-virtual-pay-card-in-gcash}

Path: articles/360017594274-How-do-I-activate-my-AMEX-Virtual-Pay-Card-in-GCash

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

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

The American Express (AMEX) Virtual Pay is a FREE virtual prepaid card linked to your GCash account. It's available for Fully Verified users with an active email and allows you to shop online locally and internationally with **daily limits of PHP 40,000** and monthly limits of **PHP 100,000**.

How to Activate Your AMEX Virtual Pay Card:

1. On your GCash app, tap **Profile**
2. Select **My Linked Accounts**
3. Tap **American Express Virtual Pay**
4. Enter your email address and wait for an SMS to confirm your registration.
5. For existing AMEX Virtual Pay holders, tap **Get New Code**
6. Your security code / CVV will be sent via SMS. Save and take note of this code to make future payments.

If you've successfully activated your card but can't access it in the GCash app, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

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

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

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

360017594274

Source: <https://help.gcash.com/hc/en-us/articles/360017594274-How-do-I-activate-my-AMEX-Virtual-Pay-Card-in-GCash>

How do I apply for a GSave Overseas account {#how-do-i-apply-for-a-gsave-overseas-account}

Path: articles/38547564790809-How-do-I-apply-for-a-GSave-Overseas-account

ADVISORY:

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

Articles in this section

- [How do I apply for a GSave Overseas account?](#)
- [What are the GSave Overseas Interest Rates?](#)
- [How do I withdraw from my GSave Overseas account?](#)
- [How do I deposit in my GSave Overseas account?](#)
- [How do I delete my GSave Overseas account?](#)

Promoted articles

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

GSave Overseas (or GSave by CIMB) is a savings account from GCash and CIMB Bank Philippines, made for Filipinos working abroad. It's an easy way for Overseas Filipinos to save money while overseas.

What are the requirements for GSave Overseas?

You are eligible to open a GSave Overseas CIMB account if you are:

- An Overseas Filipino Citizen with a [GCash accepted government PH-issued ID](#)
- [Residing abroad where GCash is available](#)
- At least 18 years old with a valid international number
- A [Fully Verified](#) GCash user

Follow the steps below to apply for a GSave Overseas account

1. On your GCash app, tap **GSave**
2. Tap **Let's Go to** proceed with your application
3. Select **Okay** to share your information with CIMB
4. Follow all the steps to complete your GSave Overseas application

You will be led to a page that confirms the successful opening of your GSave Overseas account.

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What are the GSave Overseas Interest Rates?

- [How do I apply for a GSave Overseas account?](#)
- [What are the GSave Overseas Interest Rates?](#)
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- [How do I deposit in my GSave Overseas account?](#)
- [How do I delete my GSave Overseas account?](#)

38547564790809

Source: <https://help.gcash.com/hc/en-us/articles/38547564790809-How-do-I-apply-for-a-GSave-Overseas-account>

How do I buy or claim A Rewards Vouchers in GCash

{#how-do-i-buy-or-claim-a-rewards-vouchers-in-gcash}

Path: articles/4404397487257-How-do-I-buy-or-claim-A-Rewards-Vouchers-in-GCash

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- [My e-voucher code from A+ Rewards is not working. What do I do?](#)
- [How do I buy or claim A+ Rewards Vouchers in GCash?](#)

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

A+ Rewards lets Fully Verified GCash users claim free vouchers or buy discount vouchers for restaurants, stores, mobile games, e-commerce, and digital subscriptions, offering exclusive deals from global partners led by Ant Group.

How to Claim or Buy A+ Rewards Vouchers:

1. On the GCash homepage, tap **A+ Rewards**
2. Browse through voucher categories
3. Select your preferred voucher and tap **Buy Now** or **Claim Now** to redeem it
4. If purchasing, you'll be redirected to confirm your payment
5. View your vouchers by tapping **My Rewards** or **Vouchers** on the A+ Rewards homepage

If you're unable to redeem vouchers or encounter payment issues, contact A+ Rewards customer care directly. Here's how:

1. Go to **My Rewards** on the A+ Rewards homepage
2. Tap the **headset icon** on the upper-right corner
3. Browse articles, chat, or submit a ticket for assistance

Need more Help?

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

- [My e-voucher code from A+ Rewards is not working. What do I do?](#)

- [My GLife voucher is not working. What do I do?](#)
- [I can't make a payment in GLife. What do I do?](#)

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- [My e-voucher code from A+ Rewards is not working. What do I do?](#)
- [How do I buy or claim A+ Rewards Vouchers in GCash?](#)

4404397487257

Source: <https://help.gcash.com/hc/en-us/articles/4404397487257-How-do-I-buy-or-claim-A-Rewards-Vouchers-in-GCash>

How do I cancel my subscription or unlink my GCash account to a merchant {#how-do-i-cancel-my-subscription-or-unlink-my-gcash-account-to-a-merchant}

Path: articles/31317342331033-How-do-I-cancel-my-subscription-or-unlink-my-GCash-account-to-a-merchant

ADVISORY:

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

Articles in this section

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

[See more](#)

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

Linking GCash as a payment method allows for quicker and easier transactions, as you will not need to log in each time you make a payment.

Please reach out to the respective merchant if you have concerns with refunds for payments made with a linked GCash account.

You can use GCash as your payment method for various products and services, including:

Google Play Store

How to link

1. Tap the **Profile** icon on the [Google Play Store](#)
2. Tap **Payments and Subscriptions > Payment methods**
3. Tap **Add GCash**
4. Enter your GCash account information
5. Enter the 6-digit authentication code sent to your GCash registered mobile number
6. Review the details of the linking of online payment and select **Authorize**

Update or cancel a subscription

Subscriptions made on the Google Play Store are automatically renewed. You can visit [Cancel a Subscription on Google Play](#) for a quicker process, or follow the steps below:

1. On your Google Play Account, tap **Payments and subscriptions > Subscriptions**
2. Select your preferred subscription
3. Tap **Update or Cancel subscription**

Remove GCash as payment method

1. On your Google Play Account, go to **Payments and subscriptions > Payment methods**
2. Select **GCash > More payment settings**
3. You will be redirected to the GPay website with details of the GCash-linked account
4. Select the account then tap **Remove** to unlink your GCash account
5. Confirm again by tapping **Remove**

Request for a refund

Refunds are based on the policies and terms and conditions of both Google Play and the Developer of the app you subscribed to:

1. Google Play Store Website: [Request for a refund](#) via the Google Play to request refunds on purchases

2. App Developer: Contact the developer to get in touch with an Android app's developer

Apple App Store

How to link

1. In your phone Settings, tap your **Apple ID/Profile**
2. Tap **Payment and Shipping > Add Payment Method**
3. Select **GCash** as your payment method
4. Tap **Authorize**
5. Enter your GCash account information
6. Enter the 6-digit authentication code sent to your GCash registered mobile number

Request for refund

1. Sign in to reportaproblem.apple.com.
2. Tap or click "I'd like to," then choose "Request a refund."
3. Choose the reason why you want a refund, then select Next. 4. Choose the app, subscription, or other item, then select Submit.

Cancel a subscription

1. Go to the **App Store**
2. Tap your **Profile** icon
3. Tap **Subscriptions** to view the list of subscriptions
4. Select a subscription then tap **Cancel Subscription**

Remove GCash as payment method

Sign in to your Apple account with your Apple ID and select **Payment Methods**

Netflix

How to link

1. Sign up or sign in to [Netflix](#) to select a subscription plan and fill out your account information
2. Select **GCash** as your payment option
3. Enter your GCash account information
4. Enter the 6-digit authentication code sent to your GCash registered mobile number
5. Review the details of the linking of online payment and select **Authorize**

Manage payments

1. Log in to your Netflix account
2. Select **Manage payment info**

Spotify

How to link

1. Sign up or sign in to your [Spotify](#) account to select a subscription plan
2. Select **GCash** as your payment option
3. Enter your GCash account information
4. Enter the 6-digit authentication code sent to your GCash registered mobile number
5. Review the details of the linking of online payment and select **Authorize**

Foodpanda

How to link

1. Sign up or log in to Foodpanda ([iOS/ Android](#))
2. Order food or shop using the app
3. At the checkout page, select GCash as a payment method
4. Log in to your GCash app
5. Review the details of the linking of online payment and select **Authorize**
6. Enter the 6-digit authentication code and tap **Next**

Manage payments

On your Foodpanda app, tap the hamburger icon on the upper left and select **Balance and payment methods**

Grab

How to link GCash as payment method

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

You'll see a confirmation page once your GCash account is successfully linked. You can now use GCash as a payment method for Grab!

How to unlink GCash as a payment method

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

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

Lalamove

How to link

1. Sign in to Lalamove
2. Tap the hamburger icon on the upper left corner
3. Select **Wallet > Payment Methods**
4. Tap **GCash (Alipay+ Partner)**
5. Log in to your GCash app
6. Review the details of the linking of online payment and select **Authorize**
7. Enter the 6-digit authentication code and tap **Next**

How to unlink

1. Sign in to Lalamove
2. Tap the hamburger icon on the upper left corner
3. Select **Wallet > Payment Methods**
4. Tap edit and select **Remove** on your GCash number

Manage payments

On your Lalamove app, tap the hamburger icon on the upper left and select **Payment Methods**

Angkas

How to link

1. Open and sign in to Angkas
2. Tap the hamburger icon on the upper left corner
3. Select **Wallet > Payment Methods**
4. Tap **Link GCash**
5. Log in with your GCash app details
6. Review the details of the linking of online payment and select **Next**
7. Enter the 6-digit authentication code and tap **Next**
8. Tap **Link**

How to unlink

1. Open and sign in to Angkas
2. Tap the hamburger icon on the upper left corner
3. Select the hamburger icon and tap **Wallet > Payment Methods**
4. Tap **Unlink**

Manage payments

On your Angkas app, tap the hamburger icon on the upper left and select **Payment Methods**

Move It

How to link

1. Open and sign in to Move It
2. Select **Account > Payment Methods**
3. Tap **+GCash**
4. Log in with your GCash app details
5. Review the details of the linking of online payment and select **Next**
6. Enter the 6-digit authentication code and tap **Next**
7. Tap **Link**

How to Unlink

1. Open and sign in to Move It
2. Select **Account > Payment Methods**
3. Tap **+GCash > Unlink**

Lazada

How to Link

1. On your Lazada checkout page, tap **View All Methods**
2. Select **GCash e-wallet > Confirm Selection**
3. Tap **GCash e-wallet**
4. Enter your GCash number and tap **Next**
5. Enter the 6-digit authentication code sent to your registered mobile number and tap **Next**
6. Login to your GCash account and tap **Authorize**

You will be taken to a page confirming Lazada's successful linking to GCash.

How to Unlink

1. On your Lazada homepage, scroll down and tap **Payment Options**
2. Select your GCash number
3. Tap the three dots on the upper right and select **Delete Payment Method**

Shopee

1. On your checkout page, scroll down and tap **Payment Center / E-Wallet > Place Order**
2. Tap **Pay**
3. Enter your GCash number and tap **Next**
4. Enter the 6-digit authentication code sent to your registered mobile number and tap **Next**
5. Login to your GCash account and tap **Next**
6. Select **Pay**

You will be taken to a page confirming that your Shopee order was successfully paid using GCash.

Tiktok Shop

How to Link

1. On your Order Summary page, tap **GCash > Link Gcash account**
2. Log in to your GCash account and tap **Authorize**
3. Enter the 6-digit authentication code sent to your registered mobile number

You will be taken to a page confirming your TikTok Shop's successful linking to GCash.

How to Unlink

1. On your Tiktok Shop homepage, tap the hamburger icon and select **Payment**
2. Tap **GCash**
3. Select **Delete payment method > Remove**

Amazon Prime

To use or update GCash as a payment method for Amazon Prime please link GCash to App Store (iOS) or Google Play Store (Android).

To unsubscribe from Amazon Prime, please cancel your subscription via Google Play or the App Store.

If you're still experiencing a problem with linking or unlinking your Gcash account, select your chosen payment method for further support:

Auto-Debit Payment

If you're trying to subscribe to recurring payments via automatic deduction from your GCash account, [click here to ask for help](#). A customer service representative will contact you within **24 hours**.

Common auto debit merchants include Google, Apple, Spotify, Netflix, and Disney+.

Link and Pay

If you're trying to pay by linking your GCash account to a merchant's platform for recurring transactions without re-entering credentials, [click here to ask for help](#). A customer service representative will contact you within **24 hours**.

Common link and pay merchants include Grab, Angkas, and Moveit.

Need more Help?

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

- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
- [I entered incorrect details in my Gcash online payment or subscription. What should I do?](#)
- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)

- My GCash account was charged for an online payment or subscription I don't recognize. What should I do?

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

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Source: <https://help.gcash.com/hc/en-us/articles/31317342331033-How-do-I-cancel-my-subscription-or-unlink-my-GCash-account-to-a-merchant>

How do I cash in to GCash Over the Counter for free {#how-do-i-cash-in-to-gcash-over-the-counter-for-free}

Path: articles/900007017023-How-do-I-cash-in-to-GCash-Over-the-Counter-for-free

ADVISORY:

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

Articles in this section

- I cashed in an over the counter store or a machine but I didn't receive the money. What do I do?
- Can I cash in to GCash with coins?
- Can I cash in to my GCash wallet using a Credit/Debit Card?
- How do I cash in to GCash from my online banking app or website?

- [Where can I cash in over-the-counter to my GCash account?](#)
- [How do I cash in to GCash from InstaPay or PESONet?](#)
- [How do I cash in to GCash Over-the-Counter for free?](#)

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

You can cash in up to **PHP 8,000 per month for free** through GCash's official [Over-the-Counter \(OTC\) partners](#). If you need to cash in more than PHP 8,000, service fees may apply. Check your monthly OTC cash-in limit on the Cash In page which **resets every first day of each month**.

To cash in over the counter, follow these steps:

1. On the GCash homepage, tap **Cash In**
2. Select **Over-the-Counter**
3. Tap the type of cash-in channel you want
4. Select the cash-in partner to view instructions on how to cash in

Once you've completed the cash-in, you will receive a receipt as proof of your transaction —keep this for reference.

Make sure to monitor your monthly limit on the **Cash In** page to avoid extra fees.

Need more Help?

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

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

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How do I cash in to GCash from InstaPay or PESONet?

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- [I cashed in an over the counter store or a machine but I didn't receive the money. What do I do?](#)
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- [Can I cash in to my GCash wallet using a Credit/Debit Card?](#)
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- [Where can I cash in over-the-counter to my GCash account?](#)
- [How do I cash in to GCash from InstaPay or PESONet?](#)
- [How do I cash in to GCash Over-the-Counter for free?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/900007017023-How-do-I-cash-in-to-GCash-Over-the-Counter-for-free>

How do I cash in to GCash from InstaPay or PESONet {#how-do-i-cash-in-to-gcash-from-instapay-or-pesonet}

Path: <articles/900006927603-How-do-I-cash-in-to-GCash-from-InstaPay-or-PESONet>

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Articles in this section

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

To cash in through InstaPay or PESONet, follow the steps below:

1. Log in through your bank's Website or Mobile App, go to **Money Transfer** service
2. Select **Transfer to Other Banks** via InstaPay or PESONet
3. Select **GCash** as the destination bank
4. Enter the required details and amount. Your **GCash-registered number** is your account number
5. Review the details and confirm. Enter the **OTP** sent via SMS or email
6. Tap **Confirm** then **OK**

You'll receive an SMS confirming your successful transaction.

Refer to the table below for a summary of cashing in via InstaPay or PESONet:

InstaPay Cash in up to PHP 50,000 and receive your funds in real-time PESONet Cash in more than PHP 50,000 and receive your funds by the next banking day --- --- --- Maximum number of transactions per day No limit Daily incoming limit per account PHP 10,000/day, if within two (2) weeks of first cash in via InstaPay

PHP 50,000/day after two (2) weeks from first cash in via InstaPay | May vary depending on your bank's set limit. View your bank's website to learn more. || **Monthly incoming limit per account** | PHP 100,000 for Fully Verified GCash users
 PHP 500,000 for GCash Plus users || **Crediting of funds to the recipient's account** | Real-time | **Time of Cash-In** | **Crediting Time** || 4:00 - 12mn from the previous business day | 10:00 AM || 10:00 AM - 1:00 PM of the current business day | 1:00 PM || 1:00 PM - 4:00 PM of the current business day | 4:00 PM || **Transaction fee** | Varies, as charged by your bank |

Need more Help?

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

- [Where can I cash in over-the-counter to my GCash account?](#)
- [I didn't receive my cash in/remittance in my GCash wallet](#)
- [I cashed in to the wrong GCash account. What can I do?](#)

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Where can I cash in over-the-counter to my GCash account?

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How do I cash in to GCash Over-the-Counter for free?

- [I cashed in an over the counter store or a machine but I didn't receive the money. What do I do?](#)
- [Can I cash in to GCash with coins?](#)
- [Can I cash in to my GCash wallet using a Credit/Debit Card?](#)
- [How do I cash in to GCash from my online banking app or website?](#)
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- [How do I cash in to GCash from InstaPay or PESONet?](#)
- [How do I cash in to GCash Over-the-Counter for free?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/900006927603-How-do-I-cash-in-to-GCash-from-InstaPay-or-PESONet>

How do I cash in to GCash from my online banking app or website {#how-do-i-cash-in-to-gcash-from-my-online-banking-app-or-website}

Path: articles/40227839506457-How-do-I-cash-in-to-GCash-from-my-online-banking-app-or-website

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Articles in this section

- [I cashed in at an over-the-counter store or a machine but I didn't receive the money. What do I do?](#)
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- [How do I cash in to GCash from my online banking app or website?](#)
- [Where can I cash in over-the-counter to my GCash account?](#)
- [How do I cash in to GCash from InstaPay or PESONet?](#)
- [How do I cash in to GCash Over-the-Counter for free?](#)

Promoted articles

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

To cash in through your online bank, follow these simple steps:

1. Open the GCash app, tap **Cash In**
2. Select **Local Banks**
3. Under **Partner Banks**, select your bank
4. Follow the instructions to complete the cash-in process

Online Bank App Partners

- AUB
- Bank of China
- Bank of Commerce
- BDO
- BPI
- China Bank
- Eastwest Bank
- HSBC
- LandBank
- Maybank
- Metrobank
- PBCOM
- PNB
- PSBank
- RCBC
- Security Bank
- UnionBank

For banks not on the list, you can still Cash In from your bank via InstaPay or PESONet.

Need more Help?

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

- [What are the GCash Cash in fees I need to know about?](#)

- [I didn't receive my cash in to my GCash wallet. What do I do?](#)
- [I cashed in to the wrong mobile number. What can I do?](#)

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Can I cash in to my GCash wallet using a Credit/Debit Card?

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- [Where can I cash in over-the-counter to my GCash account?](#)
- [How do I cash in to GCash from InstaPay or PESONet?](#)
- [How do I cash in to GCash Over-the-Counter for free?](#)

40227839506457

Source: <https://help.gcash.com/hc/en-us/articles/40227839506457-How-do-I-cash-in-to-GCash-from-my-online-banking-app-or-website>

How do I cash in to GCash using PayPal {#how-do-i-cash-in-to-gcash-using-paypal}

Path: articles/360020281973-How-do-I-cash-in-to-GCash-using-PayPal

ADVISORY:

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

Articles in this section

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

Promoted articles

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

Note:

Transferring funds between PayPal and your GCash VISA Card is currently unavailable. However, you can still cash in by linking your GCash account to PayPal.

Check your [GCash Wallet and Transaction limits](#), and follow these reminders before cashing in from a linked PayPal account:

Reminders before cashing in

- Your PayPal [should be linked to your GCash account](#)
- [Convert your PayPal funds to PHP \(Peso\)](#)
- If PHP isn't added as a currency, log in to PayPal to add it
- For changes like name updates, verification, or currency conversion, use the PayPal website or app

How to cash in via PayPal:

1. On the GCash homepage, tap **Cash In**
2. Select **Global Banks and Partners > PayPal**
3. Enter the amount and tap **Next**
4. Confirm the cash-in amount

PayPal cash-ins are usually processed immediately but can take **24-48 hours** to reflect in your GCash wallet. You'll receive a notification in your GCash App Inbox once the funds are added.

Note:

Linking and cashing in to GCash with PayPal increases your wallet and transaction limit to PHP500,000.

Need more Help?

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

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

[Previous](#)

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

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

360020281973

Source: <https://help.gcash.com/hc/en-us/articles/360020281973-How-do-I-cash-in-to-GCash-using-PayPal>

How do I cash in to GCash using Payoneer {#how-do-i-cash-in-to-gcash-using-payoneer}

Path: articles/900002482806-How-do-I-cash-in-to-GCash-using-Payoneer

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

Articles in this section

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

Promoted articles

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

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

1. On the GCash homepage, tap **Cash In**.
2. Select **Global Banks and Partners > Payoneer**
3. Choose your **currency balance** and enter the **amount**
4. Review the details, then tap **Confirm**
5. Enter the **OTP** sent to your GCash-registered mobile number

Your cash-in will be processed in about **5 minutes**, and you'll receive a GCash in-app notification.

Note:

Linking and cashing in to GCash with Payoneer increases your wallet and transaction limit to PHP500,000.

Need more Help?

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

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

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How do I link my Payoneer to GCash?

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How do I link my PayPal to GCash?

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

900002482806

Source: <https://help.gcash.com/hc/en-us/articles/900002482806-How-do-I-cash-in-to-GCash-using-Payoneer>

How do I cash in to GCash with a EU UK or US Bank account {#how-do-i-cash-in-to-gcash-with-a-eu-uk-or-us-bank-account}

Path: articles/360025275074-How-do-I-cash-in-to-GCash-with-a-EU-UK-or-US-Bank-account

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Articles in this section

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

Promoted articles

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

To cash in to GCash from a EU or UK bank, follow these steps:

1. On your GCash app, tap **Cash In > Global Partners and Remittance**
2. Select **International Banks > EU or UK**
3. Read instructions and then tap **Cash In**.
4. Enter the amount you wish to cash in (in PHP) and tap **Next**
5. Review the transaction details and tap **Confirm**.
6. Select your bank and proceed with login and authentication.
7. After confirming your bank details, review the amount and fees, and tap **Confirm**.

If the transaction is successful the cash in amount will be reflected instantly in your GCash wallet in PHP.

Official Bank Channels for EU / UK

Check out the official bank channels for the EU/UK

Spain

- Abanca
- Banco Cooperativo Espanol
- Banco Sabadell
- Bankia
- Bankinter
- Caixa Bank
- Caja Rural de Adamuz
- Caja Rural de Albal
- Caja Rural de Algemesi
- Caja Rural de Asturias
- Caja Rural de Baena
- Caja Rural de Canete de las Torres
- Caja Rural de Casas Ibanez
- Caja Rural de Extremadura
- Caja Rural de Fuentealamo
- Caja Rural de Gijon
- Caja Rural de Granada
- Caja Rural de Jaen
- Caja Rural de L'alcudia
- Caja Rural de Navarra
- Caja Rural de Onda
- Caja Rural de Rural Nostra
- Caja Rural de Salamanca
- Caja Rural de San Isidro Vall D'uxo
- Caja Rural de San Jose Alcora
- Caja Rural de San Jose de Almassora
- Caja Rural de Soria
- Caja Rural de Teruel
- Caja Rural de Utrera
- Caja Rural de Villamalea
- Caja Rural de Zamora
- Caja Rural del Sur
- Caja Rural El Salvador Vinaroz
- Caja Rural Group

- Caja Rural Nueva Carteya
- Caja Rural Orihuela
- Caja Rural San Isidro les Coves Vinroma
- Caja Siete
- Cajaviva
- GlobalCaja
- Ibercaja
- Revolut
- Santander
- Santander Bank
- Targobank
- Unicaja Banco

Germany

- Aachener Bank eG
- Abtsgmünder Bank -Raiffeisen- eG
- Airbus Bank GmbH
- Allgäuer Volksbank eG Kempten-Sonthofen
- Alxing-Brucker Genossenschaftsbank eG
- Bank 1 Saar eG
- Bank für Kirche und Caritas eG
- Bank für Kirche und Diakonie eG - KD-Bank
- Bank im Bistum Essen eG
- Bank11 für Privatkunden und Handel GmbH
- Bankhaus Anton Hafner KG
- Bankhaus Bauer Aktiengesellschaft
- Bankhaus E. Mayer AG
- Bankhaus Ellwanger & Geiger AG
- Bankhaus Gebr. Martin AG
- Bankhaus Max Flessa KG
- Bankhaus Rautenschlein AG
- Bayerische BodenseeBank - Raiffeisen - eG
- BayernLB
- BBBank eG
- Bensberger Bank eG
- Berkheimer Bank eG
- Berliner Sparkasse
- Berliner Volksbank eG Abteilung BIT
- Bernhauser Bank eG
- Bopfinger Bank Sechta-Ries eG
- Bordesholmer Sparkasse AG
- Bremische Volksbank eG
- BSK Reichenau
- Budenheimer Volksbank eG
- Bensberger Bank eG
- Berlinske Sparkasse
- Berlinske Volksbank eG Abteilung BIT
- Bernhauser Bank eG
- BG Berliner Sparkasse
- BG Berliner Volksbank eG
- Bopfinger Bank Sechta-Ries eG
- Bordesholmer Sparkasse AG
- Bremer LB

- Bremische Volksbank eG
- Cereabank 1897
- Commerzbank
- Cronbank AG
- CVW-Privatbank AG
- Deutsche Bank
- Dithmarscher Volks- und Raiffeisenbank eG
- DKM Darlehnskasse Münster eG
- Donau-Iller Bank eG
- Donner & Reuschel AG
- Dortmunder Volksbank eG
- Echterdinger Bank eG
- Eckernförder Bank eG Volksbank-Raiffeisenbank
- EDEKABANK AG Hamburg
- Erfurter Bank eG
- EthikBank eG
- Europabank
- Evangelische Bank eG
- Evenord-Bank eG-KG
- Förde SPK
- Fürst Fugger Privatbank Aktiengesellschaft
- Fürstlich Castell'sche Bank Credit-Casse AG
- Farbanca S.p.A.
- Fidor
- Frankenberger Bank Raiffeisenbank eG
- Frankfurter Bankgesellschaft (Deutschland) AG
- Frankfurter Sparkasse
- Frankfurter Volksbank eG
- Freisinger Bank eG Volksbank-Raiffeisenbank
- GLS Gemeinschaftsbank eG
- Gladbacher Bank AG von 1922
- GRENKE BANK AG
- Haßloch-Pfalz eG
- Hamburger Sparkasse
- Hamburger Volksbank eG
- Hannoversche Volksbank eG
- Harzer Volksbank eG
- Harzsparkasse
- HAUSBANK MÜNCHEN eG Bank für Haus- und Grundbesitz
- Heidelberger Volksbank eG
- Heidenheimer Volksbank eG
- Helgeland Sparebank
- Hoerner Bank AG
- Hürden-Emsteker Volksbank eG
- Hypo
- HYPO NOE
- Hypo Tirol Bank AG Succursale Italia
- HypoVereinsbank - HVB Online Banking
- HypoVereinsbank - UC eBanking Global
- HypoVereinsbank - UC eBanking Global - UK branch
- IBM Deutschland Kreditbank GmbH
- Internationales Bankhaus Bodensee AG
- IWBank
- Kasseler Sparkasse

- KBC Bank
- KBC Brussels Bank
- Keytrade Bank
- Kieler Volksbank eG
- KSK Ahrweiler
- KSK Anhalt-Bitterfeld
- KSK Augsburg
- KSK Böblingen
- KSK Börde
- KSK Bautzen
- KSK Bersenbrück
- KSK Biberach
- KSK Birkenfeld
- KSK Bitburg-Prüm
- KSK Döbeln
- KSK Düsseldorf
- KSK Eichsfeld
- KSK Esslingen-Nürtingen
- KSK Euskirchen
- KSK Freudenstadt
- KSK Goeppingen
- KSK Garmisch-Partenkirchen
- KSK Gelnhausen
- KSK Gotha
- KSK Grafschaft Diepholz
- KSK Groß-Gerau
- KSK Halle (Westf.)
- KSK Heidenheim
- KSK Heilbronn
- KSK Heinsberg
- KSK Herzogtum Lauenburg
- KSK Hildburghausen
- KSK Köln
- KSK Kaiserslautern
- KSK Kelheim
- KSK Kusel
- KSK Limburg
- KSK Ludwigsburg
- KSK Märkisch-Oderland
- KSK München Starnberg Ebersberg
- KSK Mayen
- KSK Melle
- KSK Miesbach-Tegernsee
- KSK Nordhausen
- KSK Nordhorn
- KSK Northeim
- KSK Ostalb
- KSK Ravensburg
- KSK Reutlingen
- KSK Rhein-Hunsrück
- KSK Rottweil
- KSK Saale-Orla
- KSK Saalfeld-Rudolstadt
- KSK Saarlouis

- KSK Saarpfalz
- KSK Schlüchtern
- KSK Schwalm-Eder
- KSK Sigmaringen
- KSK Soltau
- KSK St. Wendel
- KSK Stade
- KSK Steinfurt
- KSK Stendal
- KSK Syke
- KSK Tübingen
- KSK Traunstein-Trostberg
- KSK Tuttlingen
- KSK Verden
- KSK Vulkaneifel
- KSK Waiblingen
- KSK Walsrode
- KSK Weilburg
- KSK Wiedenbrück
- KSSK Dillingen
- KSSK Kaufbeuren
- KSSK Wasserburg
- Kurhessische Landbank eG
- Kyffhäusersparkasse Artern-Sondershausen
- La Banque Postale Corporate
- Landbank Horlofftal eG
- Landesbank Baden-Württemberg (LBBW)
- Landwirtschaftliche Rentenbank
- Leipziger Volksbank eG
- LIGA Bank eG
- Lloyds Bank (test)
- LSK Oldenburg
- Märkische Bank eG
- Münchner Bank eG
- Münsterländische Bank Thie & Co. KG
- Müritz-Sparkasse
- Mendener Bank eG
- MERKUR BANK KGaA
- Mittelbrandenburgische SPK in Potsdam
- MKB Mittelstandskreditbank AG
- MLP Finanzdienstleistungen
- Nassauische Sparkasse
- Niederrheinische Sparkasse RheinLippe
- Nord-Ostsee SPK
- NORD/LB
- Nordthüringer Volksbank eG
- Norisbank GmbH
- North Channel Bank GmbH & Co. KG
- OLB
- Onstmettinger Bank eG
- Ostfriesische Volksbank eG
- Ostsächsische Sparkasse Dresden
- OstseeSparkasse Rostock
- Otto M. Schröder Bank AG

- Pax-Bank eG Kirche und Caritas
- PSD Bank Berlin-Brandenburg eG
- PSD Bank Braunschweig eG
- PSD Bank Hannover eG
- PSD Bank Hessen-Thüringen eG
- PSD Bank Karlsruhe-Neustadt eG
- PSD Bank Kiel eG
- PSD Bank Koblenz eG
- PSD Bank München eG
- PSD Bank Nürnberg eG
- PSD Bank Nord eG
- PSD Bank Rhein-Ruhr eG
- PSD Bank RheinNeckarSaar eG
- PSD Bank West eG
- PSD Bank Westfalen-Lippe eG
- Qonto
- Rüsselsheimer Volksbank eG
- Raiffeisen - meine Bank eG
- Raiffeisenbank Anger eG
- Raiffeisenbank Arnstorf eG
- Raiffeisenbank Aschberg eG
- Raiffeisenbank Aschau-Samerberg eG
- Raiffeisenbank Aschbacher Bergland eG
- Raiffeisenbank Aschbacher Bergland eG
- Raiffeisenbank Auerbach-Freihung eG
- Raiffeisenbank Augsburger Land West eG
- Raiffeisenbank Bibertgrund eG
- Raiffeisenbank Bissingen eG
- Raiffeisenbank Bobingen eG
- Raiffeisenbank Buch-Eching eG
- Raiffeisenbank Burgebrach-Stegaurach eG
- Raiffeisenbank Butjadingen- Abbehausen eG
- Raiffeisenbank Chiemgau-Nord-Obing eG
- Raiffeisenbank CZ
- Raiffeisenbank Denzlingen-Sexau eG
- Raiffeisenbank Dietersheim und Umgebung eG
- Raiffeisenbank Donau-Heuberg eG
- Raiffeisenbank Ebrachgrund eG
- Raiffeisenbank Ehekirchen-Oberhausen eG
- Raiffeisenbank Eichenbühl und Umgebung eG
- Raiffeisenbank Eifeltor eG
- Raiffeisenbank Elbmarsch eG
- Raiffeisenbank Elsavatal eG
- Raiffeisenbank Emsland-Mitte eG
- Raiffeisenbank Erding eG
- Raiffeisenbank Erkelenz eG
- Raiffeisenbank Erlenbach eG
- Raiffeisenbank Erlenmoos eG
- Raiffeisenbank Ersingen eG
- Raiffeisenbank Eschlkom-Lam- Lohberg-Neukirchen b. Hl. Blut eG
- Raiffeisenbank Essenbach eG
- Raiffeisenbank Estenfeld-Bergtheim eG
- Raiffeisenbank Falkenstein-Wörth eG
- Raiffeisenbank Flachsmeer eG

- Raiffeisenbank Floß eG
- Raiffeisenbank Frankenhardt-Stimpfach eG
- Raiffeisenbank Frankenwinheim und Umgebung eG
- Raiffeisenbank Fränkische Schweiz eG
- Raiffeisenbank Freinsheim eG
- Medicinos Bankas
- Mediocredito del FVG
- Mendener Bank eG
- Merkur Bank KGaA
- Mittelbrandenburgische SPK in Potsdam
- MKB Mittelstandskreditbank AG
- MLP Finanzdienstleistungen
- Nagelmackers BE
- Nassauische Sparkasse
- Nest Bank
- net-m privatbank 1891 AG Aktiengesellschaft
- Niederrheinische Sparkasse RheinLippe
- Nord-Ostsee SPK
- NORD/LB
- Nordthüringer Volksbank eG
- Norisbank GmbH
- North Channel Bank GmbH & Co. KG
- NOVO BANCO
- NOVO BANCO DOS AÇORES
- NOVO BANCO DOS ACORES V3
- Novo Banco V3
- OLB
- Onstmettinger Bank eG
- Ostfriesische Volksbank eG
- Ostsächsische Sparkasse Dresden
- OstseeSparkasse Rostock
- Pommersche Volksbank eG
- Postbank (Deutsche Postbank)
- PrimaCassa Credito Cooperativo FVG
- Raiffeisen
- Raiffeisen Bank
- Raiffeisen-Bank Eschweiler eG
- Raiffeisenbank
- Raiffeisenbank Adelzhausen-Sielenbach eG
- Raiffeisenbank Aichhalden-Hardt- Sulgen eG
- Raiffeisenbank Aidlingen eG
- Raiffeisenbank Aiglsbach eG
- Raiffeisenbank Aindling eG
- Raiffeisenbank Aitrang-Ruderatshofen eG
- Raiffeisenbank Altdorf-Ergolding eG
- Raiffeisenbank Altdorf-Feucht eG
- Raiffeisenbank Alteglofsheim-Hagelstadt eG
- Raiffeisenbank Altschweier eG
- Raiffeisenbank am Dreisessel eG
- Raiffeisenbank Am Goldenen Steig eG
- Raiffeisenbank am Kulm eG
- Raiffeisenbank Anger eG
- Raiffeisenbank Aresing-Gerolsbach eG
- Raiffeisenbank Arnstorf eG

- Raiffeisenbank Aschau-Samerberg eG
- Raiffeisenbank Aschberg eG
- Raiffeisenbank Auerbach-Freihung eG
- Raiffeisenbank Augsburger Land West eG
- Raiffeisenbank Aulendorf eG
- Raiffeisenbank Austria Zagreb (RBA)
- Raiffeisenbank Böllingertal eG
- Raiffeisenbank Bühlerthal eG
- Raiffeisenbank Bütthard-Gaukönigshofen eG
- Raiffeisenbank Bad Kötzting eG
- Raiffeisenbank Bad Saulgau eG
- Raiffeisenbank Bad Schussenried eG
- Raiffeisenbank Bad Windsheim eG
- Raiffeisenbank Baisweil-Eggenthal-Friesenried eG
- Raiffeisenbank Bechhofen eG
- Raiffeisenbank Beilngries eG
- Raiffeisenbank Berghülen eG
- Raiffeisenbank Beuerberg-Eurasburg eG
- Raiffeisenbank Biberach eG
- Raiffeisenbank Bibertgrund eG
- Raiffeisenbank Bidingen eG
- Raiffeisenbank Biebergrund-Petersberg eG
- Raiffeisenbank Bissingen eG
- Raiffeisenbank Bobingen eG
- Raiffeisenbank Borken Nordhessen eG
- Raiffeisenbank Bruck eG
- Raiffeisenbank Buch-Eching eG
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- Raiffeisenbank Ebrachgrund eG
- Raiffeisenbank eG Asbach-Sorga
- Raiffeisenbank eG Böchen-Crivitz-Hagenow-Plate
- Raiffeisenbank eG Baunatal
- Raiffeisenbank eG Deggendorf-Plattling-Sonnenwald
- Raiffeisenbank eG Elztal
- Raiffeisenbank eG Offenbach / M.-Bieber
- Raiffeisenbank eG Scharrel
- Raiffeisenbank eG Unterwesterwald
- Raiffeisenbank eG, Handewitt
- Raiffeisenbank eG, Lauenburg
- Raiffeisenbank eG, Leezen
- Raiffeisenbank eG, Moormerland
- Raiffeisenbank eG, Owschlag
- Raiffeisenbank eG, Ratzeburg
- Raiffeisenbank eG, Rodenbach
- Raiffeisenbank eG, Seestermühle
- Raiffeisenbank eG, Simmerath

- Raiffeisenbank eG, Struvenhütten
- Raiffeisenbank eG, Todenburg
- Raiffeisenbank Ehekirchen-Oberhausen eG
- Raiffeisenbank Ehingen-Hochstraße eG
- Raiffeisenbank Eichenbühl und Umgebung eG
- Raiffeisenbank Eifelton eG
- Raiffeisenbank Elbmarsch eG
- Raiffeisenbank Elsavatal eG
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- Raiffeisenbank Eschlkam-Lam- Lohberg-Neukirchen b. Hl. Blut eG
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- Raiffeisenbank Estenfeld-Bergtheim eG
- Raiffeisenbank Falkenstein-Wörth eG
- Raiffeisenbank Fischenich-Kendenich eG
- Raiffeisenbank Flachsmeer eG
- Raiffeisenbank Flöß eG
- Raiffeisenbank Frankenhardt eG
- Raiffeisenbank Frankfurt am Main eG
- Raiffeisenbank Fränkisches Weinland eG
- Raiffeisenbank Frechen-Hürth eG
- Raiffeisenbank Freiensteinau eG
- Raiffeisenbank Freistadt eG
- Raiffeisenbank Freudenberg eG
- Raiffeisenbank Frickingen-Heiligenberg eG
- Raiffeisenbank Frischer Wind eG
- Raiffeisenbank Fridolfing-Garching-Burgkirchen eG
- Raiffeisenbank Friedberg-Ottmaring eG
- Raiffeisenbank Frohnhofen-Roth eG
- Raiffeisenbank Fuchstal-Landsberg am Lech eG
- Raiffeisenbank Fürth eG
- Raiffeisenbank Gaißach eG
- Raiffeisenbank Gauting-Pasing eG
- Raiffeisenbank Gensingen eG
- Raiffeisenbank Geretsried eG
- Raiffeisenbank Gerolzhofen eG
- Raiffeisenbank Gilching eG
- Raiffeisenbank Glonn eG
- Raiffeisenbank Gmund am Tegernsee eG
- Raiffeisenbank Goch-Kevelaer-Weeze eG
- Raiffeisenbank Gottenheim eG
- Raiffeisenbank Grafenau eG
- Raiffeisenbank Grafling eG
- Raiffeisenbank Grainet eG
- Raiffeisenbank Greding-Thalmässing eG
- Raiffeisenbank Griesstätt-Halfing eG
- Raiffeisenbank Grimma eG
- Raiffeisenbank Gruibingen eG
- Raiffeisenbank Gymnich eG
- Raiffeisenbank Hächberg eG

- Raiffeisenbank Hallertau eG
- Raiffeisenbank Hardt-Bruhrain eG
- Raiffeisenbank Heilsbronn-Windsbach eG
- Raiffeisenbank Hengersberg-Schöllnach eG
- Raiffeisenbank Heroldsbach eG
- Raiffeisenbank Hersbruck eG
- Raiffeisenbank HessenNord eG
- Raiffeisenbank Hiltenfingen eG
- Raiffeisenbank Hirschau eG
- Raiffeisenbank Hochfranken West eG
- Raiffeisenbank Hohenloher Land eG
- Raiffeisenbank Holzkirchen-Otterfing eG
- Raiffeisenbank Ichenhausen eG
- Raiffeisenbank im Allgäuer Land eG
- Raiffeisenbank im Breisgau eG
- Raiffeisenbank im Donautal eG
- Raiffeisenbank im Fuldaer Land eG
- Raiffeisenbank im Grabfeld eG
- Raiffeisenbank im Kreis Calw eG
- Raiffeisenbank im Landkreis Passau-Nord eG
- Raiffeisenbank im Oberland eG
- Raiffeisenbank im Oberpfälzer Jura eG
- Raiffeisenbank Irrel eG
- Raiffeisenbank Isar-Loisachtal eG
- Raiffeisenbank Jettingen-Scheppach eG
- Raiffeisenbank Käps-Mitwitz-Stockheim eG
- Raiffeisenbank Kaarst eG
- Raiffeisenbank Kaiserstuhl eG
- Raiffeisenbank Kalbe-Bismark eG
- Raiffeisenbank Kastellaun eG
- Raiffeisenbank Kehrig eG
- Raiffeisenbank Kempten-Oberallgäu eG
- Raiffeisenbank Kieselbronn eG
- Raiffeisenbank Kirchweihtal eG
- Raiffeisenbank Kirtorf eG
- Raiffeisenbank Kissing-Mering eG
- Raiffeisenbank Kitzinger Land eG
- Raiffeisenbank Knoblauchsland eG
- Raiffeisenbank Kreis Kelheim eG
- Raiffeisenbank Lorup eG
- Raiffeisenbank Mötzingen eG
- Raiffeisenbank München-Nord eG
- Raiffeisenbank München-Süd eG
- Raiffeisenbank Maßbach eG
- Raiffeisenbank Main-Spessart eG
- Raiffeisenbank Maitis eG
- Raiffeisenbank Mecklenburger Seenplatte eG
- Raiffeisenbank Mehring-Leiwen eG
- Raiffeisenbank Mehrstetten eG
- Raiffeisenbank Mittelschwaben eG
- Raiffeisenbank Mittenwald eG
- Raiffeisenbank Moselkrampen eG
- Raiffeisenbank Mutlangen eG
- Raiffeisenbank Nördliche Bergstraße eG

- Raiffeisenbank Nördlingen eG
- Raiffeisenbank Nahe eG
- Raiffeisenbank Neumarkt i.d.OPf. eG
- Raiffeisenbank Neumarkt- St. Veit - Reischach eG
- Raiffeisenbank Neustadt eG
- Raiffeisenbank Neustadt-Vohenstrauß eG
- Raiffeisenbank Niedere Alb eG
- Raiffeisenbank Niederwallmenach eG
- Raiffeisenbank Nordkreis Landsberg eG
- Raiffeisenbank Oberaudorf eG
- Raiffeisenbank Oberes Gäu eG
- Raiffeisenbank Oberferrieden-Burgthann eG
- Raiffeisenbank Oberland eG
- Raiffeisenbank Obermain Nord eG
- Raiffeisenbank Oberpfalz NordWest eG
- Raiffeisenbank Oberpfalz Süd eG
- Raiffeisenbank Oberteuringen-Meckenbeuren eG
- Raiffeisenbank Oberursel eG
- Raiffeisenbank Oldenburg eG
- Raiffeisenbank Ortenburg-Kirchberg v.W. eG
- Raiffeisenbank Ostprignitz - Ruppin eG
- Raiffeisenbank Ottenbach eG
- Raiffeisenbank Parkstetten eG
- Raiffeisenbank Pfaffenhausen eG
- Raiffeisenbank Pfaffenhofen a.d.Glone eG
- Raiffeisenbank Pfaffenwinkel eG
- Raiffeisenbank Pfeffenhausen- Rottenburg-Wildenberg eG
- Raiffeisenbank Plankstetten AG
- Raiffeisenbank Raisting eG
- Raiffeisenbank Rastede eG
- Raiffeisenbank Rattiszell-Konzell eG
- Raiffeisenbank Regensburg-Wenzenbach eG
- Raiffeisenbank Regenstauf eG
- Raiffeisenbank Rehling eG
- Raiffeisenbank Reute-Gaisbeuren eG
- Raiffeisenbank Ried eG
- Raiffeisenbank Riedenburg-Lobsing eG
- Raiffeisenbank Rosenstein eG
- Raiffeisenbank Roth-Schwabach eG
- Raiffeisenbank RSA eG
- Raiffeisenbank Rupertiwinkel eG
- Raiffeisenbank Südhardt eG
- Raiffeisenbank Südl. Bayerischer Wald eG
- Raiffeisenbank Südliches Ostallgäu eG
- Raiffeisenbank Südstormarn Mölln eG
- Raiffeisenbank Schafheim eG
- Raiffeisenbank Schrobenhausener Land eG
- Raiffeisenbank Schrozberg- Rot am See eG
- Raiffeisenbank Schwaben Mitte eG
- Raiffeisenbank Schwabmünchen eG
- Raiffeisenbank Seebachgrund eG
- Raiffeisenbank Singoldtal eG
- Raiffeisenbank Sinzing eG
- Raiffeisenbank Sondelfingen eG

- Raiffeisenbank St. Wolfgang-Schwindkirchen eG
- Raiffeisenbank Stauden eG
- Raiffeisenbank Steingaden eG
- Raiffeisenbank Steinheim eG
- Raiffeisenbank Strücklingen- Idafeln eG
- Raiffeisenbank Straubing eG
- Raiffeisenbank Sulzbach-Rosenberg eG
- Raiffeisenbank Tüngental eG
- Raiffeisenbank Türkheim eG
- Raiffeisenbank Taufkirchen-Oberneukirchen eG
- Raiffeisenbank Thannhausen eG
- Raiffeisenbank Thurnauer Land eG
- Raiffeisenbank Unteres Inntal eG
- Raiffeisenbank Unteres Vilstal eG
- Raiffeisenbank Unteres Zusamtal eG
- Raiffeisenbank Volkacher Mainschleife - Wiesentheid eG
- Raiffeisenbank Volkmarsen eG
- Raiffeisenbank Vordersteinenberg eG
- Raiffeisenbank Voreifel eG
- Raiffeisenbank Wüstenselbitz eG
- Raiffeisenbank Wald-Görisried eG
- Raiffeisenbank Waldaschaff-Heigenbrücken eG
- Raiffeisenbank Wallgau-Krün eG
- Raiffeisenbank Wangen eG
- Raiffeisenbank Wegscheid eG
- Raiffeisenbank Weissenburg-Gunzenhausen eG
- Raiffeisenbank Welling eG
- Raiffeisenbank Werratal-Landeck eG
- Raiffeisenbank Wesermarsch-Süd eG
- Raiffeisenbank Westallgäu eG
- Raiffeisenbank Westeifel eG
- Raiffeisenbank Westhausen eG
- Raiffeisenbank Westkreis Fürstenfeldbruck eG
- Raiffeisenbank Wiesedermeer- Wiesede-Marcardsmoor eG
- Raiffeisenbank Wimsheim-Mönsheim eG
- Raiffeisenbank Wyhl eG
- Raiffeisenbank Zeller Land eG
- Raiffeisenbank Zorneding eG
- Raiffeisenbank Tattenhausen-Großkarolinenfeld eG
- Raiffeisenkasse Erbes-Büdesheim und Umgebung eG
- Rhön-Rennsteig SPK
- Rheingauer Volksbank eG
- Rosbacher Raiffeisenbank eG
- Rostocker Volks- und Raiffeisenbank eG
- Rottaler Raiffeisenbank eG
- Royal Bank of Scotland
- Royal Bank of Scotland Bankline
- Royal Bank of Scotland ClearSpend
- RSB Retail+Service Bank GmbH
- Südtiroler Sparkasse AG Niederlassung München
- Südwestbank AG
- Saalesparkasse
- SaarLB
- Salzlandsparkasse

- Santander
- Scharnhauser Bank eG
- Schoellerbank
- Schrobenhausener Bank eG
- Sparkasse an der Lippe
- Sparkasse der Homburgischen Gemeinden
- SPK Aachen
- SPK Aichach-Schrobenhausen
- SPK Allgäu
- SPK Altötting-Mühldorf
- SPK Altenburger Land
- SPK Altmark West
- SPK Am Niederrhein
- SPK Amberg-Sulzbach
- SPK Ansbach
- SPK Arnsberg-Sundern
- SPK Arnstadt-Ilmenau
- SPK Aschaffenburg-Alzenau
- SPK Attendorn-Lennestadt-Kirchhundem
- SPK Aurich-Norden
- SPK Böhl
- SPK Bad Hersfeld-Rotenburg
- SPK Bad Kissingen
- SPK Bad Neustadt a.d. Saale
- SPK Bad Oeynhausen - Porta Westfalica
- SPK Bad Tölz-Wolfratshausen
- SPK Baden-Baden Gaggenau
- SPK Bamberg
- SPK Barnim
- SPK Battenberg
- SPK Bayreuth
- SPK Beckum-Wadersloh
- SPK Bensheim
- SPK Berchesgadener Land
- SPK Bergkamen-Bönen
- SPK Bielefeld
- SPK Bochum
- SPK Bodensee
- SPK Bonndorf-Stühlingen
- SPK Bottrop
- SPK Bremen
- SPK Burbach-Neunkirchen
- SPK Burgenlandkreis
- SPK Celle
- SPK Chemnitz
- SPK Coburg-Lichtenfels
- SPK Düren
- SPK Dachau
- SPK Darmstadt
- SPK Deggendorf
- SPK Dieburg
- SPK Dillenburg
- SPK Donauwörth
- SPK Donnersberg

- SPK Dortmund
- SPK Duderstadt
- SPK Duisburg
- SPK Einbeck
- SPK Elbe-Elster
- SPK Elmshorn
- SPK Emden
- SPK Emsland
- SPK Engen-Gottmadingen
- SPK Ennepetal-Breckerfeld
- SPK Erding-Dorfen
- SPK Erlangen Höchstadt Herzogenaurach
- SPK Eschenbach Neustadt (a.d. Waldnaab)
- SPK Essen
- SPK Fürstenfeldbruck
- SPK Fürth
- SPK Finnentrop
- SPK Forchheim
- SPK Freiburg-Nördlicher Breisgau
- SPK Freising
- SPK Freyung-Grafenau
- SPK Fulda
- SPK Göttingen
- SPK Günzburg-Krumbach
- SPK Gutersloh-Rietberg
- SPK Gelsenkirchen
- SPK Gengenbach
- SPK Gera-Greiz
- SPK Germersheim Kandel
- SPK Geseke
- SPK Gevelsberg-Wetter
- SPK Gießen
- SPK Gifhorn-Wolfsburg
- SPK Gladbeck
- SPK Grünberg
- SPK Gummersbach-Bergneustadt
- SPK Gunzenhausen
- SPK Hörde
- SPK Hagen-Herdecke
- SPK Hameln-Weserbergland
- SPK Hamm
- SPK Hanau
- SPK Hanauerland
- SPK Hannover
- SPK Harburg-Buxtehude
- SPK Haslach-Zell
- SPK Hattingen
- SPK Hegau-Bodensee
- SPK Heidelberg
- SPK Herford
- SPK Herne
- SPK Hilden-Ratingen-Velbert
- SPK Hildesheim Goslar Peine
- SPK Hochfranken

- SPK Hochrhein
- SPK Hochsauerland
- SPK Hochschwarzwald
- SPK Hohenlohekreis
- SPK Holstein
- SPK im Landkreis Cham
- SPK im Landkreis Schwandorf
- SPK IngolstadtEichstätt
- SPK Iserlohn
- SPK Jena-Saale-Holzland
- SPK Jerichower Land
- SPK KölnBonn
- SPK Karlsruhe
- SPK Kierspe-Meinerzhagen
- SPK Koblenz
- SPK Kraichgau
- SPK Krefeld
- SPK Kulmbach-Kronach
- SPK Lörrach-Rheinfelden
- SPK Lüdenscheid
- SPK Lüneburg
- SPK Landsberg-Dießen
- SPK Landshut
- SPK Langen-Seligenstadt
- SPK Laubach-Hungen
- SPK LeerWittmund
- SPK Lemgo
- SPK Leverkusen
- SPK Lippstadt
- SPK Märkisches Sauerland Hemer - Menden
- SPK Mülheim a.d. Ruhr
- SPK Münden
- SPK Münsterland-Ost
- SPK Mainfranken Würzburg
- SPK Mainz
- SPK Mansfeld-Südharz
- SPK Marburg-Biedenkopf
- SPK Markgräflerland
- SPK Mecklenburg-Nordwest
- SPK Mecklenburg-Schwerin
- SPK Mecklenburg-Strelitz
- SPK Meißen
- SPK Memmingen-Lindau-Mindelheim
- SPK Merzig-Wadern
- SPK Meschede
- SPK Miltenberg-Obernburg
- SPK Minden-Lübbecke
- SPK Mittelfranken-Süd
- SPK Mittelholstein AG
- SPK Mittelmosel-Eifel-Mosel-Hunsrück
- SPK Mittelsachsen
- SPK Mittelthüringen
- SPK Moosburg
- SPK Muldental

- SPK Nördlingen
- SPK Nürnberg
- SPK Neckartal-Odenwald
- SPK Neu-Ulm-Illertissen
- SPK Neubrandenburg-Demmin
- SPK Neuburg-Rain
- SPK Neumarkt i.d.OPf.-Parsberg
- SPK Neunkirchen
- SPK Neuss
- SPK Neustadt a.d. Aisch-Bad Windsheim
- SPK Neuwied
- SPK Niederbayern-Mitte
- SPK Niederlausitz
- SPK Nienburg
- SPK Oberhessen
- SPK Oberland
- SPK Oberlausitz-Niederschlesien
- SPK Oberpfalz Nord
- SPK Odenwaldkreis
- SPK Oder-Spree
- SPK Offenburg/Ortenau
- SPK Olpe-Drolshagen-Wenden
- SPK Osnabrück
- SPK Osterode am Harz
- SPK Ostprignitz-Ruppin
- SPK Paderborn-Detmold
- SPK Parchim-Lübz
- SPK Passau
- SPK Pfaffenhofen
- SPK Pforzheim Calw
- SPK Pfullendorf-Meßkirch
- SPK Prignitz
- SPK Radevormwald-Hückeswagen
- SPK Rastatt-Gernsbach
- SPK Regen-Viechtach
- SPK Regensburg
- SPK Rhein Neckar Nord
- SPK Rhein-Haardt
- SPK Rhein-Maas
- SPK Rhein-Nahe
- SPK Riezlern
- SPK Rosenheim-Bad Aibling
- SPK Rotenburg Osterholz
- SPK Rottal-Inn
- SPK Südholstein
- SPK Südl. Weinstr. Landau
- SPK Saarbrücken
- SPK Salem-Heiligenberg
- SPK Schaumburg
- SPK Scheeßel
- SPK Schwäbisch Hall-Crailsheim
- SPK Schwarzwald-Baar
- SPK Schweinfurt-Haßberge
- SPK Siegen

- SPK SoestWerl
- SPK Sonneberg
- SPK Spree-Neiße
- SPK Sprockhövel
- SPK St.Blasien
- SPK Stade - Altes Land
- SPK Starkenburg
- SPK Staufen-Breisach
- SPK Suedwestpfalz
- SPK Tauberfranken
- SPK Trier
- SPK Uckermark
- SPK Uecker-Randow
- SPK Uelzen Lüchow-Dannenberg
- SPK Ulm
- SPK UnnaKamen
- SPK Unstrut-Hainich
- SPK Vest Recklinghausen
- SPK Vogtland
- SPK Vorderpfalz
- SPK Vorpommern
- SPK Waldeck-Frankenberg
- SPK Werra-Meißner
- SPK Westerwald-Sieg
- SPK Westholstein
- SPK Westmünsterland
- SPK Wetzlar
- SPK Wiesental
- SPK Wilhelmshaven
- SPK Witten
- SPK Wittenberg
- SPK Wittgenstein
- SPK Wolfach
- SPK Worms-Alzey-Ried
- SPK Zollernalb
- SPK zu Lübeck AG
- SPK Zwickau
- Spreewaldbank eG
- SSK Augsburg
- SSK Bad Honnef
- SSK Bad Pyrmont
- SSK Bad Sachsa
- SSK Barsinghausen
- SSK Blomberg/Lippe
- SSK Bocholt
- SSK Borken
- SSK Burgdorf
- SSK Cuxhaven
- SSK Düsseldorf
- SSK Delbrück
- SSK Dessau
- SSK Grebenstein
- SSK Haan (Rheinland)
- SSK Haltern am See

- SSK Kaiserslautern
- SSK Langenfeld (Rheinland)
- SSK Lengerich
- SSK Mönchengladbach
- SSK München
- SSK Magdeburg
- SSK Oberhausen
- SSK Offenbach
- SSK Rahden
- SSK Remscheid
- SSK Rheine
- SSK Schmallenberg
- SSK Schwalmstadt
- SSK Schwedt
- SSK Schwelm
- SSK Schwerte
- SSK Solingen
- SSK Versmold
- SSK Wedel
- SSK Wermelskirchen
- SSK Wunstorf
- SSK Wuppertal
- St. Galler Kantonalbank Deutschland AG
- Stadt- und Kreissparkasse Leipzig
- Steyler Bank GmbH
- Steyler Bank GmbH
- Sylter Bank eG
- Taunus Sparkasse
- Triodos Bank N.V. Deutschland
- UBS Germany
- UNION-BANK AG
- VakifBank International AG, Wien ZN Deutschland
- VBU Volksbank im Unterland eG
- VerbundVolksbank OWL eG
- Vereinigte Raiffeisenbank Burgstädt eG
- Vereinigte Raiffeisenbanken Gräfenberg-Forchheim-Escheneau-Heroldsberg eG
- Vereinigte Sparkasse im Märkischen Kreis
- Vereinigte Volksbank eG Ganderkesee-Hude-Bookholzberg-Lemwerder
- Vereinigte Volksbank eG Saarlouis-Losheim am See-Sulzbach/Saar
- Vereinigte Volksbank eG, Brakel
- Vereinigte Volksbank eG, Sindelfingen
- Vereinigte Volksbank Münster eG
- Vereinigte Volksbank Raiffeisenbank eG, Reinheim
- Vereinigte Volksbank Raiffeisenbank eG, Wittlich
- Vereinigte VR Bank eG, Wyk auf Föhr
- Vereinigte VR Bank Kur- und Rheinpfalz eG
- Vereinte Volksbank eG
- Volks- und Raiffeisenbank eG
- Volks- und Raiffeisenbank Fürstenwalde Seelow-Wriezen eG
- Volks- und Raiffeisenbank Muldental eG
- Volks- und Raiffeisenbank Prignitz eG
- Volks- und Raiffeisenbank Saale-Unstrut eG
- Volks- und Raiffeisenbank Saarpfalz eG
- Volksbank - Raiffeisenbank Vilshofen eG

- Volksbank Überherrn eG
- Volksbank Überwald-Gorxheimertal eG
- Volksbank Albstadt eG
- Volksbank Aller-Weser eG
- Volksbank Allgäu-Oberschwaben eG
- Volksbank Altshausen eG
- Volksbank Alzey-Worms eG
- Volksbank am Württemberg eG
- Volksbank Ammerbuch eG
- Volksbank an der Niers eG
- Volksbank Anröchte eG
- Volksbank Ascheberg-Herbern eG
- Volksbank Bönen eG
- Volksbank Börde-Bernburg eG
- Volksbank Bösle eG
- Volksbank Bühl eG
- Volksbank Backnang eG
- Volksbank Bad Salzuflen eG
- Volksbank Bad Saulgau eG
- Volksbank Baden-Baden Rastatt eG
- Volksbank Baiersbronn Murgtal eG
- Volksbank Bakum eG
- Volksbank Baumberge eG
- Volksbank Beckum-Lippstadt eG
- Volksbank Beilstein-Ilsfeld-Abstatt eG
- Volksbank Berg eG
- Volksbank Bielefeld-Gütersloh eG
- Volksbank Bigge-Lenne eG
- Volksbank Blaubeuren eG
- Volksbank Bocholt eG
- Volksbank Bochum Witten eG
- Volksbank Bramgau-Wittlage eG
- Volksbank Brandoberndorf eG
- Volksbank Braunlage eG
- Volksbank Breisgau Nord eG
- Volksbank Breisgau-Markgräflerland eG
- Volksbank Bremen-Nord eG
- Volksbank Brenztal eG
- Volksbank Brilon-Büren-Salzkotten eG
- Volksbank Bruchsal-Bretten eG
- Volksbank Bruhrain-Kraich-Hardt eG
- Volksbank Butzbach eG
- Volksbank Chemnitz eG
- Volksbank Dünnwald-Holweide eG
- Volksbank Düren eG
- Volksbank Düsseldorf Neuss eG
- Volksbank Daaden eG
- Volksbank Dammer Berge eG
- Volksbank Darmstadt - Südhessen eG
- Volksbank Deisslingen eG
- Volksbank Delbrück-Hövelhof eG
- Volksbank Delitzsch eG
- Volksbank Demmin eG
- Volksbank Dessau-Anhalt eG

- Volksbank Dettenhausen eG
- Volksbank Dortmund-Nordwest eG
- Volksbank Dreieich eG
- Volksbank Dreiländereck eG
- Volksbank Dresden-Bautzen eG
- Volksbank eG - Die Gestalterbank
- Volksbank eG Bad Laer-Borgloh-Hilter-Melle
- Volksbank eG Braunschweig Wolfsburg
- Volksbank eG Bremerhaven-Cuxland
- Volksbank eG Delmenhorst Schierbrok
- Volksbank eG Gera · Jena · Rudolstadt
- Volksbank eG Horb-Freudenstadt
- Volksbank eG Konstanz
- Volksbank eG Mosbach
- Volksbank eG Osterholz-Scharmbeck
- Volksbank eG Südheide - Isenhagener Land - Altmark
- Volksbank eG Schwarzwald Baar Hegau
- Volksbank eG Wümme-Wieste
- Volksbank eG Westrhauderfehn
- Volksbank eG, Überlingen
- Volksbank eG, Adelebsen
- Volksbank eG, Fredenbeck
- Volksbank eG, Gardelegen
- Volksbank eG, Grebenhain
- Volksbank eG, Hildesheim-Lehrte-Pattensen
- Volksbank eG, Köthen-Bitterfeld
- Volksbank eG, Löningen
- Volksbank eG, Nienburg
- Volksbank eG, Sangerhausen
- Volksbank eG, Seesen
- Volksbank eG, Sulingen
- Volksbank eG, Syke
- Volksbank eG, Waltrop
- Volksbank eG, Warendorf
- Volksbank eG, Wolfenbüttel
- Volksbank Eifel eG
- Volksbank Eisenberg eG
- Volksbank Elsen-Wewer-Borchen eG
- Volksbank Elsterland eG
- Volksbank Emmerich-Rees eG
- Volksbank Emstal eG
- Volksbank Emstek eG
- Volksbank Enniger-Ostenfelde-Westkirchen eG
- Volksbank Erft eG
- Volksbank Erle eG
- Volksbank Ermstal-Alb eG
- Volksbank Esens eG
- Volksbank Essen-Cappeln eG
- Volksbank Esslingen eG
- Volksbank Ettlingen eG
- Volksbank Euskirchen eG
- Volksbank Eutin Raiffeisenbank eG
- Volksbank Feldatal eG
- Volksbank Filder eG

- Volksbank Flein-Talheim eG
- Volksbank Franken eG
- Volksbank Freiburg eG
- Volksbank Friedrichshafen-Tettnang eG
- Volksbank Göppingen eG
- Volksbank Gebhardshain eG
- Volksbank Geest eG
- Volksbank Geeste-Nord eG
- Volksbank Gemen eG
- Volksbank Gescher eG
- Volksbank Glan-Münchweiler eG
- Volksbank GMHütte-Hagen-Bissendorf eG
- Volksbank Greven eG
- Volksbank Gronau-Ahaus eG
- Volksbank Haaren eG
- Volksbank Halle (Saale) eG
- Volksbank Halle/Westf. eG
- Volksbank Hameln-Stadthagen eG
- Volksbank Hamm / Sieg eG
- Volksbank Haselünne eG
- Volksbank Heiden eG
- Volksbank Heilbronn eG
- Volksbank Heimbach eG
- Volksbank Heinsberg eG
- Volksbank Hellweg eG
- Volksbank Herford-Mindener Land eG
- Volksbank Herrenberg-Nagold-Rottenburg eG
- Volksbank Heuchelheim eG
- Volksbank Hochrhein eG
- Volksbank Hohenlimburg eG
- Volksbank Hohenlohe eG
- Volksbank Hohenzollern-Balingen eG
- Volksbank Hunsrück-Nahe eG
- Volksbank im Bergischen Land eG
- Volksbank im Harz eG
- Volksbank im Hochsauerland eG
- Volksbank im Wesertal eG
- Volksbank Immenstadt eG
- Volksbank in der Hohen Mark eG
- Volksbank in Südwestfalen eG
- Volksbank in Schaumburg eG
- Volksbank Jerichower Land eG
- Volksbank Jever eG
- Volksbank Köln Bonn eG
- Volksbank Kaiserslautern eG
- Volksbank Kamen-Werne eG
- Volksbank Karlsruhe eG
- Volksbank Kassel Göttingen eG
- Volksbank Kempen-Grefrath eG
- Volksbank Kierspe eG
- Volksbank Kirnau eG
- Volksbank Klettgau-Wutöschingen eG
- Volksbank Kleverland eG
- Volksbank Kraichgau eG

- Volksbank Krautheim eG
- Volksbank Krefeld eG
- Volksbank Kurpfalz eG
- Volksbank Löbau-Zittau eG
- Volksbank Lübbecker Land eG
- Volksbank Lübeck eG
- Volksbank Lüneburger Heide eG
- Volksbank Lahr eG
- Volksbank Laichinger Alb eG
- Volksbank Langendernbach eG
- Volksbank Lastrup eG
- Volksbank Lauterbach-Schlitz eG
- Volksbank Lauterecken eG
- Volksbank Leonberg-Strohgäu eG
- Volksbank Limbach eG
- Volksbank Lindenberg eG
- Volksbank Lingen eG
- Volksbank Lohne-Mühlen eG
- Volksbank Ludwigsburg eG
- Volksbank Möckmühl eG
- Volksbank Mönchengladbach eG
- Volksbank Münsingen eG
- Volksbank Münsterland Nord eG
- Volksbank Magdeburg eG
- Volksbank Main-Tauber eG
- Volksbank Mainspitze eG
- Volksbank Marl-Recklinghausen eG
- Volksbank Meßkirch eG Raiffeisenbank
- Volksbank Meerbusch eG
- Volksbank Mindener Land eG
- Volksbank Mittelhessen eG
- Volksbank Mittlerer Neckar eG
- Volksbank Mittlerer Schwarzwald eG
- Volksbank Mittleres Erzgebirge eG
- Volksbank Mittweida eG
- Volksbank Neckartal eG
- Volksbank Neuenkirchen-Vörden eG
- Volksbank Niedergrafschaft eG
- Volksbank Niederrhein eG
- Volksbank Nordhümmling eG
- Volksbank Nordharz eG
- Volksbank Nordschwarzwald eG
- Volksbank Nottuln eG
- Volksbank Ober-Mörlen eG
- Volksbank Oberberg eG
- Volksbank Ochtrup-Laer eG
- Volksbank Oldenburg eG
- Volksbank Olpe-Wenden-Drolshagen eG
- Volksbank Osnabrück eG
- Volksbank Ostlippe eG
- Volksbank Oyten eG
- Volksbank Pforzheim eG
- Volksbank Pfullendorf eG
- Volksbank Pirna eG

- Volksbank Plochingen eG
- Volksbank Raesfeld eG
- Volksbank Raiffeisenbank Bad Kissingen eG
- Volksbank Raiffeisenbank Bayern Mitte eG
- Volksbank Raiffeisenbank Dachau eG
- Volksbank Raiffeisenbank eG Itzehoe Norderstedt Hohenwestedt
- Volksbank Raiffeisenbank eG, Bad Oldesloe
- Volksbank Raiffeisenbank Fürstenfeldbruck eG
- Volksbank Raiffeisenbank Meißen Großenhain eG
- Volksbank Raiffeisenbank Nürnberg eG
- Volksbank Raiffeisenbank Niederschlesien eG
- Volksbank Raiffeisenbank Nordoberpfalz eG
- Volksbank Raiffeisenbank Oberbayern Südost eG
- Volksbank Raiffeisenbank Regensburg-Schwandorf eG
- Volksbank Raiffeisenbank Rhön-Grabfeld eG
- Volksbank Raiffeisenbank Rosenheim-Chiemsee eG
- Volksbank Raiffeisenbank Würzburg eG
- Volksbank Rathenow eG
- Volksbank Remseck eG
- Volksbank Reutlingen eG
- Volksbank Rhede eG
- Volksbank Rhein-Erft-Köln eG
- Volksbank Rhein-Lahn-Limburg eG
- Volksbank Rhein-Lippe eG
- Volksbank Rhein-Nahe-Hunsrück eG
- Volksbank Rhein-Ruhr eG
- Volksbank Rhein-Wehra eG
- Volksbank RheinAhrEifel eG
- Volksbank Rheinböllen eG
- Volksbank Riesa eG
- Volksbank Rietberg eG
- Volksbank Rot eG
- Volksbank Rottweil eG
- Volksbank Ruhr Mitte eG
- Volksbank Süd-Emsland eG
- Volksbank Südkirchen-Capelle-Nordkirchen eG
- Volksbank Südmünsterland-Mitte eG
- Volksbank Sandhofen eG
- Volksbank Sauerland eG
- Volksbank Schermbeck eG
- Volksbank Schlangen eG
- Volksbank Schnathorst eG
- Volksbank Schupbach eG
- Volksbank Schwanewede eG
- Volksbank Schwarzwald-Donau-Neckar eG
- Volksbank Seligenstadt eG
- Volksbank Selm-Bork eG
- Volksbank Senden eG
- Volksbank Solling eG
- Volksbank Spree-Neiße eG
- Volksbank Sprockhövel eG
- Volksbank Störmede-Hörste eG
- Volksbank Stade-Cuxhaven eG
- Volksbank Staufen eG

- Volksbank Stendal eG
- Volksbank Stutensee-Weingarten eG
- Volksbank Stuttgart eG
- Volksbank Sulmtal eG
- Volksbank Trier eG
- Volksbank Trossingen eG
- Volksbank Uelzen-Salzwedel eG
- Volksbank Ulm-Biberach eG
- Volksbank Ulrichstein eG
- Volksbank Vechta eG
- Volksbank Versmold eG
- Volksbank Viersen eG
- Volksbank Visbek eG
- Volksbank Vogtland eG
- Volksbank Vorbach-Tauber eG
- Volksbank Vorpommern eG
- Volksbank Welzheim eG
- Volksbank Weschnitztal eG
- Volksbank Westenholz eG
- Volksbank Westerkappeln-Saerbeck eG
- Volksbank Westerstede eG
- Volksbank Wewelsburg-Ahden eG
- Volksbank Wismar eG
- Volksbank Wickede (Ruhr) eG
- Volksbank Wilhelmshaven eG
- Volksbank Winsener Marsch eG
- Volksbank Wittenberg eG
- Volksbank Wittgenstein eG
- Volksbank Worpswede eG
- Volksbank Wulfsen eG
- Volksbank Zuffenhausen eG
- Volksbank Zwickau eG
- Volksbank-Raiffeisenbank Amberg eG
- Volksbank-Raiffeisenbank Deggingen eG
- Volksbank-Raiffeisenbank Dingolfing eG
- Volksbank-Raiffeisenbank Glauchau eG
- Volksbank-Raiffeisenbank Laupheim-Illertal eG
- Volksbank-Raiffeisenbank Riedlingen eG
- VR Bank Alzey-Land-Schwabenheim eG
- VR Bank Augsburg-Ostallgäu eG
- VR Bank Bad Orb-Gelnhausen eG
- VR Bank Bamberg-Forchheim eG
- VR Bank Bayreuth-Hof eG
- VR Bank Burglengenfeld eG
- VR BANK Dinklage-Steinfeld eG
- VR Bank eG Bergisch Gladbach-Leverkusen
- VR Bank eG Heuberg-Winterlingen
- VR Bank eG, Alsheim
- VR Bank eG, Monheim am Rhein
- VR Bank Enz plus eG
- VR Bank Fulda eG
- VR Bank HessenLand eG
- VR Bank Hohenneuffen-Teck eG
- VR Bank in Holstein eG

- VR Bank Kitzingen eG
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- VR Bank Niederbayern-Oberpfalz eG
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- VR meine Raiffeisenbank eG
- VR PartnerBank eG Chattengau-Schwalm-Eder
- VR PLUS Altmark-Wendland eG
- VR-Bank Altenburger Land eG
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- VR-Bank Bonn eG
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- VR-Bank Donau-Mindel eG
- VR-Bank Dornstetten-Horb eG
- VR-Bank eG Magstadt-Weissach
- VR-Bank eG Osnabrücker Nordland
- VR-Bank eG Schopfheim-Maulburg
- VR-Bank eG, Alzenau
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- VR-Bank Ehningen-Nufringen eG
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- VR-Bank Erding eG
- VR-Bank Erlangen-Höchstadt- Herzogenaurach eG
- VR-Bank Feuchtwangen-Dinkelsbühl eG
- VR-Bank Fichtelgebirge- Frankenwald eG

- VR-Bank Fläming eG
- VR-Bank Freudenberg-Niederfischbach eG
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- VR-Bank Ismaning Hallbergmoos Neufahrn eG
- VR-Bank Landau-Mengkofen eG
- VR-Bank Landsberg-Ammersee eG
- VR-Bank Landshut eG
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- VR-Bank Lichtenfels-Ebern eG
- VR-Bank Memmingen eG
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- VR-Bank Mittelsachsen eG
- VR-Bank Neckar-Enz eG
- VR-Bank Neu-Ulm eG
- VR-Bank Nordeifel eG
- VR-Bank NordRhön eG
- VR-Bank Ostalb eG
- VR-Bank Ostbayern-Mitte eG
- VR-Bank Passau eG
- VR-Bank Rhein-Sieg eG
- VR-Bank Rottal-Inn eG
- VR-Bank Südwestpfalz eG Pirmasens - Zweibrücken
- VR-Bank Schweinfurt eG
- VR-Bank Spangenberg-Morschen eG
- VR-Bank Taufkirchen-Dorfen eG
- VR-Bank Uckermark-Randow eG
- VR-Bank Werdenfels eG
- VR-Bank Westmünsterland eG
- VR Bankverein Bad Hersfeld-Rotenburg eG
- VSK Emsdetten-Ochtrup
- VSK Goch-Kevelaer-Weeze
- Waldecker Bank eG
- Wartburg-Sparkasse
- Weberbank
- WEG Bank AG
- Weser-Elbe Sparkasse
- Westerwald Bank eG Volks- und Raiffeisenbank
- Wiesbadener Volksbank eG
- Winterbacher Bank eG
- Wirecard Bank AG
- Zevener Volksbank eG

Italy

- Allianz Bank Financial Advisors S.p.A.
- Banca 5 S.p.A.
- Banca Adria Colli Euganei

- Banca Akros
- Banca Aletti
- BANCA ALPI MARITTIME CARRU'
- BANCA ALTA TOSCANA
- Banca Carige
- BANCA CENTROPADANA
- Banca Cesare Ponti
- BANCA CRAS TOSCANO SIENA
- BANCA CREMASCA E MANTOVANA
- BANCA DEL CATANZARESE
- BANCA DEL CILENTO E DELLA LUCANIA
- BANCA DELL'ELBA
- BANCA DELLA VALSASSINA
- BANCA DI ANDRIA
- BANCA DI ANGHIARI E STIA C.C.
- Banca di Bologna
- BANCA DI FORMELLO
- BANCA DI MONASTIER E DEL SILE
- BANCA DI PESARO
- BANCA DI PESCIA E CASCINA
- Banca di Sassari
- BANCA DI TARANTO BCC
- BANCA DI UDINE
- Banca Euromobiliare
- banca fideuram s.p.a.
- Banca Galileo S.p.A
- banca IMI s.p.a.
- Banca Mediolanum
- Banca Monte dei Paschi di Siena Spa
- Banca Monte di Lucca
- Banca Passadore & C. S.p.A.
- BANCA PATAVINA DI SANTELENA E PIOVE DI SACCO
- Banca Patrimoni Sella & C.
- Banca Popolare Cassinate
- Banca Popolare Cortona
- Banca Popolare dell'Alto Adige S.p.A.
- Banca Popolare di Sondrio
- Banca Popolare Lajatico
- Banca Popolare Vesuviana
- Banca Promos S.p.A
- Banca Regionale di Sviluppo S.p.A.
- BANCA SAN FRANCESCO
- Banca Sella
- Banca Sicana
- BANCA SVILUPPO S.P.A.
- BANCA TERRE ETRUSCHE E DI MAREMMA
- BANCA VALDICHIANA DI CHIUSI E MONTEPULCIANO
- BANCA VERONESE DI CONCAMARISE
- BANCA VERSILIA LUNIGIANA E GARFAGNANA
- BANCA WIDIBA SPA
- BancaTer Credito Cooperativo FVG
- Banco di Sardegna
- BANCO FIORENTINO-MUGELLO IMPRUNETA SIGNA-CRED.COOP
- Banco Marchigiano Credito Cooperativo

- Banco Montepio
- Banco Português de Gestão
- Banco Santander Totta
- BancoBPM
- BCC ABRUZZESE CAPPELLE SUL TAVO
- BCC AGRIGENTINO
- BCC AGROBRESCIANO
- BCC Alberobello e Sammichele
- BCC Alta Murgia
- BCC Alto Tirreno
- BCC Alto Vicentino
- BCC Anagni
- BCC Annia
- BCC Aquara
- BCC Basilicata
- BCC Bene Vagienna
- BCC Bergamasca e Orobica
- BCC BERGAMO E VALLI
- BCC Brescia
- BCC BRIANZA E LAGHI
- BCC CAMPANIA CENTRO CRA
- BCC CANOSA LOCONIA
- BCC Caraglio-Cuneese-Riviera dei Fiori
- BCC Carso
- BCC Casalgrasso e S. Albano Stura
- BCC Cassano delle Murge
- BCC Castagneto Carducci
- BCC Castelli e Iblei
- BCC Castelli Romani
- BCC Centro Calabria
- BCC Centro Emilia
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- BCC Cherasco
- BCC Circeo
- BCC Conversano
- BCC CRA DI PALIANO
- BCC Credito Cooperativo Friuli
- BCC Credito Etneo
- BCC Crotonese
- BCC DEGLI ULIVI TERRA DI BARI
- BCC DEI COLLI ALBANI
- BCC DEL BASSO SEBINO
- BCC DEL GARDA - BCC COLLI MORENICI DEL GARDA
- BCC DEL METAURO
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- BCC DELL'OGLIO E DEL SERIO
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- BCC DI ARBOREA
- BCC DI BARI
- BCC DI BASCIANO
- BCC DI BELLEGRA
- BCC DI BORGHETTO LODIGIANO

- BCC DI BUCCINO E DEI COMUNI CILENTANI
- BCC DI BUONABITACOLO
- BCC DI BUSTO GAROLFO E BUGUGGIATE
- BCC DI CAGLIARI
- BCC DI CAPACCIO PAESTUM E SERINO S.C.
- BCC DI CARATE BRIANZA
- BCC DI CARAVAGGIO ADDA E CREMASCO CR
- BCC DI CASTIGLIONE MESSER RAIMONDO E PIANELLA
- BCC DI CITTANOVA
- BCC DI GAMBATESA
- BCC DI GAUDIANO DI LAVELLO
- BCC DI LEZZENO
- BCC DI MILANO
- BCC DI MONTEPAONE
- BCC DI MOZZANICA
- BCC DI NAPOLI
- BCC DI NETTUNO
- BCC DI OSTRA E MORRO D'ALBA
- BCC DI OSTRA VETERE
- BCC DI OSTUNI
- BCC DI PACHINO
- BCC DI PONTASSIEVE
- BCC DI PRATOLA PELIGNA
- BCC DI PUTIGNANO SCPA
- BCC DI RIANO
- BCC DI ROMA
- BCC DI SAN BIAGIO PLATANI
- BCC DI SAN CALOGERO E MAIERATO - BCC DEL VIBONESE
- BCC DI SPINAZZOLA
- BCC DI TERRA D'OTRANTO
- BCC DI TRIUGGIO E DELLA VALLE DEL LAMBRO
- BCC DI VALLEDOLMO
- BCC Don Rizzo - Alcamo
- BCC DON STELLA DI RESUTTANO
- BCC Emilbanca
- BCC Erchie
- BCC Felsinea
- BCC Flumeri
- BCC G. TONIOLO DI SAN CATALDO
- BCC Gran Sasso d'Italia
- BCC La Riscossa di Regalbuto
- BCC Laudense-Lodi
- BCC Lazio Nord
- BCC LEVERANO
- BCC Locorotondo
- BCC LONGI VALLE DEL FITALIA R.L.
- BCC Malatestiana
- BCC Marca
- BCC Marina di Ginosa
- BCC MEDIOCRAKI
- BCC Monopoli
- BCC Monte Pruno
- BCC MUTUO SOCCORSO DI GANGI
- BCC Pianfei e Rocca de Baldi

- BCC PORDENONESE
- BCC Prealpi
- BCC Ravennate
- BCC Romagna Occidentale
- BCC S. Biagio del Veneto Orientale
- BCC S. Giorgio Quinto Valle Agno
- BCC S. Giovanni Rotondo
- BCC S. Marco dei Cavoti e Sannio Calvi
- BCC S. Marzano di S. Giuseppe
- BCC SAN GIUSEPPE DI MUSSOMELI
- BCC SAN GIUSEPPE DI PETRALIA SOTTANA
- BCC SAN MICHELE DI CALTANISSETTA E PIETRAPERZIA
- BCC Sangro Teatina
- BCC Santeramo in Colle
- BCC Sarsina
- BCC Scafati e Cetara
- BCC Spello e Bettone
- BCC Staranzano e Villesse
- BCC TERRA DI LAVORO S. VINCENZO DE' PAOLI SCPA
- BCC Territorio Lombardo
- BCC Trevigiano
- BCC Turriaco
- BCC UMBRIA
- BCC VALDARNO FIORENTINO BANCA DI CASCIA
- BCC Valdostana
- BCC VALPOLICELLA BENACO BANCA
- BCC Velino
- BCC VICENTINO POJANA MAGGIORE
- Fiditalia
- Findomestic Banca S.p.A.
- Friulovest Banca
- Guber Banca S.p.A.
- ICCREA BANCA
- Illimity
- Intesa Sanpaolo
- intesa sanpaolo private banking s.p.a.
- IWBank
- Banca IFIS S.p.A. - IMMOBILIARE Italy
- Banca IFIS S.p.A. - LEASING Italy
- Banca IFIS S.p.A. - OTHER Italy
- Banca IFIS S.p.A. - SOffer Italy
- Mediocredito del FVG
- Nexi
- Paytipper
- Poste Italiane S.p.A., Ñ Patrimonio BancoPosta
- Poste Italiane S.p.A., Ñ Patrimonio BancoPosta (Annex)
- PostePay S.p.A
- PrimaCassa Credito Cooperativo FVG
- Riviera Banca
- RomagnaBanca
- RovigoBanca
- UBI Banca
- UniCredit SpA
- VIVAL BANCA

United Kingdom

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

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

Cash in to a US Bank

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

Before cashing in:

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

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What are the official US bank channels for Cash in?

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What are the official EU/UK bank channels for Cash in?

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

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

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

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

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Articles in this section

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

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

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

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

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

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

Note:

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

Need more Help?

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

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

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How do I link my BPI to GCash?

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

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

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

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

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Articles in this section

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

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

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

GCash Partner Outlet Cash Out Partners

Pawnshops

Cebuana Lhuillier

CVM Pawnshop

Jaro Pawnshop

M. Lhuillier

RD Pawnshop

Tambunting

Villarica Pawnshop

Supermarket

Puregold

Payment Facilities

DA5

ECPay

ExpressPay

Panalo Express

PeraHUB

Possible

TrueMoney

VIP Payments Center

Department Stores

SM Store

Robinsons

Sari Sari Store

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

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How do I cash out using RCBC Scan to Withdraw?

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

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

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Articles in this section

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

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

Before You Use Scan to Withdraw

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

Where You Can Use Scan to Withdraw

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

How to Use Scan to Withdraw

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

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

Note:

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

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

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

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

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

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

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

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

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How do I cash out from GCash Partner Outlets?

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- [How do I cash out from GCash Partner Outlets?](#)
- [How do I cash out using RCBC Scan to Withdraw?](#)

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

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

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Articles in this section

- [Can I open an eC-Savings GSav account?](#)
- [What is the interest rate for eC-Savings by Cebuana Lhuillier Rural Bank?](#)
- [What are the deposit and withdrawal limits of my eC-Savings by Cebuana Lhuillier Rural Bank?](#)
- [How can I make a deposit to my eC-Savings GSav account?](#)
- [How can I withdraw from my eC-Savings GSav account?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

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

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

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

Need more Help?

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

- [How can I make a deposit to my eC-Savings GSav account?](#)
- [How can I withdraw from my eC-Savings GSav account?](#)
- [What is the interest rate for eC-Savings by Cebuana Lhuillier Rural Bank?](#)

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- [What is the interest rate for eC-Savings by Cebuana Lhuillier Rural Bank?](#)

- [What are the deposit and withdrawal limits of my eC-Savings by Cebuana Lhuillier Rural Bank?](#)
- [How can I make a deposit to my eC-Savings GSave account?](#)
- [How can I withdraw from my eC-Savings GSave account?](#)
- [How do I change the mobile number linked to my eC-Savings GSave account?](#)
- [How do I close my eC-Savings GSave account?](#)

43849081170585

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

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

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

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- [How do I check the status of my GCrypto order?](#)
- [How can I sell crypto in GCrypto?](#)
- [What are the minimum and maximum limits for an order in GCrypto?](#)
- [How can I buy crypto in GCrypto?](#)

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

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

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

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

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

Need more Help?

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

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

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- [What are the minimum and maximum limits for an order in GCrypto?](#)
- [How can I buy crypto in GCrypto?](#)

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

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

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

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

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

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

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

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

Need more Help?

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

- [How can I withdraw from my GStocks PH Trading Wallet account?](#)
- [How can I buy PH stocks in GStocks PH?](#)
- [How can I change or cancel my GStocks PH order?](#)

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

31211043753497

Source: <https://help.gcash.com/hc/en-us/articles/31211043753497-How-do-I-check-the-status-of-my-GStocks-PH-order>

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

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

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- [I want to update my GCash email address](#)
- [I want to update my name or birthdate in my GCash account](#)
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- [My GCash account is on hold. How can I access my account?](#)
- [I was Fully Verified, why was my GCash account downgraded to a basic account?](#)
- [GScore](#)
- [How do I transfer money and services from my old GCash account to my new one?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If your account stays non-verified for 12 months after registration, it will be restricted, and you'll be charged a monthly **Basic Account Maintenance Fee of PHP 15 monthly**. To access your remaining balance, you can either **create a new GCash account or verify your current Basic account**.

To access your funds, you may follow these steps:

If you have another GCash Account under your name

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

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

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

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

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

Need more Help?

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

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

38827343196185

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

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

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

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- [How do I claim/receive my remittance with GCash?](#)
- [How can I send remittance to a GCash wallet?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

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

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

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

How to claim remittance with GCash:

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

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

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

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

Need more Help?

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

- [Who are the official remittance partners of GCash?](#)
- [How can I send remittance to a GCash wallet?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/28286340757017-How-do-I-claim-receive-my-remittance-with-GCash>

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

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

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

Withdraw all remaining funds

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

Request for EzySave+ by Maybank account closure

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

Need more Help?

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

- [How can I make a deposit to my EzySave+ by Maybank account?](#)
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How do I close my GFunds account {#how-do-i-close-my-gfunds-account}

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

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

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

How to close your GFunds account:

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

2. Check for Completed Transactions

After the sell order processing days, open your GCash app and check the Inbox to confirm your transactions.

3. Request for Account Closure

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

Need more Help?

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

- [How do I update my account information in GFunds?](#)
- [I can't access my GFunds account. What do I do?](#)
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How do I close my #UNOready@GCash by UNOBank account {#how-do-i-close-my-unoready-gcash-by-unobank-account}

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

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

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

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

Withdraw all remaining funds

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

Request for #UNOready@GCash account closure

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

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

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

Need more Help?

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

- [How can I make a deposit to my #UNOready@GCash by UNOBank account?](#)
- [How can I withdraw from my #UNOready@GCash by UNOBank account?](#)
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How do I close my eC Savings GSave account {#how-do-i-close-my-ec-savings-gsave-account}

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

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

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- [What are the steps to get a Fully Verified GCash account?](#)
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If you want to close your eC-Savings GSave account, follow the steps below:

Withdraw all remaining funds

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

Request for eC-Savings Account Closure

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

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

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

Contact Us

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

Email: cebuana cares@pjluillier.com

Phone:

(02) 7759-9800

(02) 8779-9800

SMS:

0917-8122737 (CARES) - GLOBE

0918-8122737 (CARES) - SMART

Need more Help?

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

- [How can I make a deposit to my eC-Savings GSav account?](#)
- [How do I change the mobile number linked to my eC-Savings GSav account?](#)
- [How can I withdraw from my eC-Savings GSav account?](#)

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

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- [I'm trying to create a GCash account but it's asking for an MPIN. What should I do?](#)
- [Is there a minimum maintaining balance required to use GCash?](#)

- [There is another GCash account using my number. What do I do?](#)
- [Why do I need to provide a selfie for my GCash account?](#)

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

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

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

Note:

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

How to create a GCash account

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

Follow these steps to create your GCash account:

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

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

Need more Help?

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

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

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

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

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

Articles in this section

- [How do I link my GCash Card to my GCash account?](#)
- [How do I reset my GCash VISA/Mastercard PIN?](#)
- [How do I deactivate my GCash Card from my account?](#)
- [How do I lock my GCash Card?](#)

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

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

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

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

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

Need more Help?

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

- [I can't deactivate my GCash VISA/Mastercard Card. What do I do?](#)
- [How do I lock my GCash Card?](#)
- [How do I reset my GCash VISA/Mastercard PIN?](#)
- [How do I transfer my linked GCash VISA/Mastercard Card to a new mobile number?](#)

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How do I lock my GCash Card?

- [How do I link my GCash Card to my GCash account?](#)
- [How do I reset my GCash VISA/Mastercard PIN?](#)
- [How do I deactivate my GCash Card from my account?](#)
- [How do I lock my GCash Card?](#)

30286976308889

Source: <https://help.gcash.com/hc/en-us/articles/30286976308889-How-do-I-deactivate-my-GCash-Card-from-my-account>

How do I delete my GCredit account {#how-do-i-delete-my-gcredit-account}

Path: articles/31122541158041-How-do-I-delete-my-GCredit-account

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

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

Promoted articles

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

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

Clear balances or unpaid dues

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

Request for GCredit deletion

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

Note:

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

Need more Help?

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

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

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My GCredit was deactivated. What do I do?

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- [How can I update my mobile number for my GCredit account?](#)
- [Why was my GCredit account closed?](#)
- [My GCredit was deactivated. What do I do?](#)
- [How do I delete my GCredit account?](#)

31122541158041

Source: <https://help.gcash.com/hc/en-us/articles/31122541158041-How-do-I-delete-my-GCredit-account>

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

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

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- [Am I allowed to cancel my GGives loan?](#)
- [How can I update my mobile number for my GGives account?](#)
- [How do I delete my GGives account?](#)

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

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

Clear balances or unpaid dues

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

Request for GGives deletion

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

Need more Help?

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

- [How can I pay for my GGives dues?](#)
- [Am I allowed to cancel my GGives loan?](#)
- [How can I update my mobile number for my GGives account?](#)

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

Path: articles/30660239975833-How-do-I-delete-my-GLoan-account

ADVISORY:

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

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

Clear balances or unpaid dues

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

Request for GLoan deletion

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

Need more Help?

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

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

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- [How can I update my mobile number for my GLoan account?](#)
- [Who is the lender of my GLoan?](#)
- [How do I delete my GLoan account?](#)

30660239975833

Source: <https://help.gcash.com/hc/en-us/articles/30660239975833-How-do-I-delete-my-GLoan-account>

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

Path: articles/38545636825497-How-do-I-delete-my-GSave-Overseas-account

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

Withdraw all remaining funds

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

Request for GSavE Overseas account deletion

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

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38545636825497

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

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

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

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

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

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

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

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

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

Things to Know Before Closing Your GCash Account

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

Steps to Delete Your GCash Account

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

Privacy Notice:

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

Need more Help?

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

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

- [How do I increase my GCash wallet and transaction limits?](#)
- [Is there a minimum maintaining balance required to use GCash?](#)
- [How do I transfer money from my old GCash account to my new one?](#)
- [My GCash account verification failed. What should I do?](#)
- [Account Deletion Form.pdf 100 KB Download](#)

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

900005315866

Source: <https://help.gcash.com/hc/en-us/articles/900005315866-How-do-I-delete-or-close-my-GCash-account>

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

Path: articles/39124080738457-How-do-I-deposit-in-my-GSave-Overseas-account

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

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

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

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

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- [How do I apply for a GSave Overseas account?](#)
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- [How do I deposit in my GSave Overseas account?](#)
- [How do I delete my GSave Overseas account?](#)

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

Path: articles/41421031201817-How-do-I-earn-and-collect-green-energy-points-in-GForest

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- [How do I earn and collect green energy points in GForest?](#)
- [How can I plant a tree in GForest?](#)

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

How to earn green energy points:

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

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

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

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

||||| --- | --- | --- | --- || GCash Transaction | Green Energy Points | GCash Transaction Monthly Limit
(**maximum # of times a user can earn green energy from a specific GCash transaction**) | Green Energy Points Monthly Limit
(**maximum # of energy points a user can earn in a month**) || Buy Load | 106 points per transaction | 30 per month | 3180 energy points || Bank Transfer | 228 points per transaction | 10 per month | 2280 energy points || Pay Bills | 253 points per transaction | 20 per month | 5060 energy points || Cash-in Online | 56 points per transaction | 10 per month | 560 energy points || Send Money | 131 points per transaction | 10 per month | 1310 energy points || GSav - Deposit | 131 points per transaction | 20 per month | 2620 energy points |

How to collect green energy points:

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

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

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

Need more Help?

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

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

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How can I plant a tree in GForest?

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

41421031201817

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

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

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

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

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

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

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

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

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

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

How Payments Work:

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

How to Cancel a Service:

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

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

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

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

Need more Help?

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

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

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How can I post my service on the Raket Marketplace?

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

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

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

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

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

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

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

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

Option 1: via the QR Button

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

Option 2: via Send

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

Need more Help?

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

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

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

30379236648601

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

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

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

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- [How do I renew my AMEX Virtual Pay Card after it expires?](#)
- [How do I get a new AMEX Virtual Pay Card CVV or Security Code?](#)
- [How do I activate my AMEX Virtual Pay Card in GCash?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
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Your AMEX Virtual Pay Card security code or CVV is required for certain transactions or to verify your card information. If you need a new security code for your AMEX Virtual Pay Card, follow these steps:

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

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

Need more Help?

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

- [How do I activate my AMEX Virtual Pay Card in GCash?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/40802145637145-How-do-I-get-a-new-AMEX-Virtual-Pay-Card-CVV-or-Security-Code>

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

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

ADVISORY:

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

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

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

Increase your GCash wallet limit to PHP 100,000

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

Increase your GCash wallet limit to PHP 500,000

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

Link and Cash In

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

Create a GSave account with CIMB

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

Create a GFunds account and invest in BPI or ATRAM

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

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

Need more Help?

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

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

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

- Can I create multiple GCash accounts with different numbers?

900001210723

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

How do I link my BPI to GCash {#how-do-i-link-my-bpi-to-gcash}

Path: articles/360017898153-How-do-I-link-my-BPI-to-GCash

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Articles in this section

- How do I link my Unionbank account to GCash?
- How do I link my BPI to GCash?
- How do I cash in to GCash with my linked BPI account?

Promoted articles

- What are the steps to get a Fully Verified GCash account?
- Accepted IDs for GCash Verification
- How do I send money to another GCash account?

First, ensure your GCash account is Fully Verified and that you have a BPI savings/checking account.

Linking and cashing in with your BPI or UnionBank account qualifies you for a potential **increase in your GCash wallet and transaction limit to PHP500,000.**

How to link your BPI account to GCash:

1. Tap Cash In
2. Select Local Banks > BPI > Enroll Now
3. Log in using your Online Banking User ID and Password
4. Enter the 6-digit OTP sent to your mobile number

You'll see a confirmation page once the linking is successful.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the GCash Cash In fees I need to know about?](#)
- [How do I cash in to GCash with my linked BPI account?](#)
- [How do I cash in to GCash from my online banking app or website?](#)
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- [How do I link my Unionbank account to GCash?](#)
- [How do I link my BPI to GCash?](#)
- [How do I cash in to GCash with my linked BPI account?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/360017898153-How-do-I-link-my-BPI-to-GCash>

How do I link my GCash Card to my GCash account {#how-do-i-link-my-gcash-card-to-my-gcash-account}

Path: articles/4403085039513-How-do-I-link-my-GCash-Card-to-my-GCash-account

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- [How do I deactivate my GCash Card from my account?](#)
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- [How do I send money to another GCash account?](#)

Once you receive your GCash Card, you'll need to connect the card to your GCash account.

Follow these simple steps to link your GCash Card to your GCash account:

1. On your GCash app, tap **Cards > Link my Card**
2. Enter the 6-digit authentication code and tap **Submit**
3. Fill in the last 4 digits of your card and your Virtual Account Number. Tap **Submit**

A prompt will appear confirming that your GCash Card has been successfully linked.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't link my GCash Card to my GCash account. What do I do?](#)
- [How do I lock my GCash Card?](#)
- [How do I reset my GCash VISA/Mastercard PIN?](#)
- [How can I pay using my GCash Card?](#)
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How do I reset my GCash VISA/Mastercard PIN?

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- [How do I lock my GCash Card?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/4403085039513-How-do-I-link-my-GCash-Card-to-my-GCash-account>

How do I link my PayPal to GCash {#how-do-i-link-my-paypal-to-gcash}

Path: articles/360019948834-How-do-I-link-my-PayPal-to-GCash

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- [How do I link my PayPal to GCash?](#)

- [How do I cash in to GCash using PayPal?](#)

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- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Before linking, make sure you meet these requirements:

- Your GCash account must be [Fully Verified](#)
- Your PayPal account should be Philippine-based and verified before cashing in via PayPal.
- For account changes (like name updates, verification, or currency conversion), use the PayPal website.
- For **Android users**, download and install Google Chrome and set it as your default browser

Only one PayPal account can be linked to a GCash account, and vice versa. Here's how:

1. On the GCash homepage, tap on **Cash In**
2. Tap **Global Banks and Partners > PayPal**
3. Enter your PayPal login credentials and tap **Next**
4. Tap **Okay** on the confirmation page.

You may need to re-link your PayPal account for security reasons. Follow the same steps to do this.

Note:

Link and cash in with your PayPal account to qualify for a GCash wallet and transaction limit increase to PHP500,000.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the GCash Cash In fees I need to know about?](#)
- [How do I cash in to GCash using PayPal?](#)
- [How do I cash in to GCash from my online banking app or website?](#)
- [I didn't receive my cash in to my GCash wallet. What do I do?](#)
- [I cashed in to the wrong GCash account. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/360019948834-How-do-I-link-my-PayPal-to-GCash>

How do I link my Payoneer to GCash {#how-do-i-link-my-payoneer-to-gcash}

Path: articles/900002482846-How-do-I-link-my-Payoneer-to-GCash

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- [How do I send money to another GCash account?](#)

First, ensure your Payoneer account is verified before linking it to GCash. This service is only available for Fully Verified GCash users. If you haven't used Payoneer to cash in for over a month, you may need to re-link your account for security reasons.

How to Link Your Payoneer account to GCash:

1. On the GCash homepage, tap **Profile**
2. Select **My Linked Accounts > Payoneer**
3. Tap **Link Account**.
4. Enter your Payoneer login details
5. Input the verification code sent via SMS
6. Wait for a confirmation text message to complete the linking process

Once successfully linked, you can cash in with Payoneer and add funds to your GCash wallet.

If you don't have a Payoneer account yet, you can create one straight from the GCash app. Tap below to learn how to create a Payoneer account:

Create a Payoneer account

Follow the steps below to create your Payoneer account:

1. On the GCash homepage, tap **Profile**
2. Select **My Linked Accounts > Payoneer**
3. Select **Create an Account**
4. Tap on **Register with GCash** for your GCash information to be filled out instantly, or select **Create an Account** to enter your details manually
5. Fill out the necessary information to successfully create an account.
6. A confirmation screen will appear to inform you that your application is being processed

Most applications are reviewed quickly, but some may take up to three (3) business days. You'll get an email from Payoneer about your application status. Once approved, you'll receive another email with more details. For additional information, visit Payoneer's website.

Note:

Linking and cashing in with your Payoneer account may qualify you for a potential increase in your GCash wallet and transaction limit to PHP500,000.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the GCash Cash In fees I need to know about?](#)
- [How do I cash in to GCash using Payoneer?](#)
- [How do I cash in to GCash from my online banking app or website?](#)
- [I didn't receive my cash in to my GCash wallet. What do I do?](#)
- [I cashed in to the wrong GCash account. What do I do?](#)
- [Payoneer User Terms and Conditions.pdf 30 KB Download](#)

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- [How do I cash in to GCash using PayPal?](#)

900002482846

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How do I link my UNOready GCash to the UNO Mobile app {#how-do-i-link-my-unoready-gcash-to-the-uno-mobile-app}

Path: articles/40566197326617-How-do-I-link-my-UNOready-GCash-to-the-UNO-Mobile-app

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- [Can I open a #UNOready@GCash by UNOBank account?](#)
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- [How can I make a deposit to my #UNOready@GCash by UNOBank account?](#)
- [How can I withdraw from my #UNOready@GCash by UNOBank account?](#)
- [What is a #UNOready@GCash by UNOBank time deposit?](#)
- [How can I pre-terminate my time deposit with #UNOready@GCash by UNOBank?](#)
- [How can I update the mobile number linked to my #UNOready@GCash by UNOBank account?](#)
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To get started, download the UNO Mobile App on your mobile device.

1. On the UNO Mobile app, select **Link GSavE Account**
2. Enter your mobile number, and then wait for your OTP (One-Time PIN)
3. Input your OTP and take a selfie
4. Set your password

Once you've set your password, you can proceed to log in to your UNO Mobile App account.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I make a deposit to my #UNOready@GCash by UNOBank account?](#)
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- [How can I update the mobile number linked to my #UNOready@GCash by UNOBank account?](#)
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How do I link my US bank account to GCash {#how-do-i-link-my-us-bank-account-to-gcash}

Path: articles/31650526006169-How-do-I-link-my-US-bank-account-to-GCash

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- [What are the official EU/UK bank channels for Cash in?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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Before starting, ensure that the name and date of birth on your US bank account match your GCash account details. Fully Verified GCash users can cash in up to **\$600** per week.

How to link your US bank account to GCash:

1. On your GCash App, tap **Cash In**
2. Tap **Global Banks and Partners**
3. Under International Banks, select **USA**
4. Read the instructions and tap **Cash In**
5. Input your US mobile number and tap **Verify Phone Number**
6. Enter the 6 digit verification code sent to you
7. Enter the amount in USD you want to cash in and select **Continue**
8. Input Personal Details and tap **Next**
9. Enter your full address and Zip Code. Tap **Continue**
10. Review your transaction details and select **Connect your bank**

A confirmation page will appear once your bank is linked. Then tap **Continue** to proceed with your Cash In.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I cash in to GCash with a US bank account?](#)
- [What are the official US bank channels for Cash in?](#)
- [I cannot link my bank to GCash. What do I do?](#)
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How do I link my Unionbank account to GCash {#how-do-i-link-my-unionbank-account-to-gcash}

Path: articles/40229264624793-How-do-I-link-my-Unionbank-account-to-GCash

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

First, ensure your GCash account is Fully Verified and that you have a UnionBank savings/checking account.

Linking and cashing in with your UnionBank account qualifies you for a potential increase in your GCash wallet and transaction limit to PHP500,000.

How to link your Unionbank account to GCash:

1. Tap Cash In
2. Select Local Banks > UnionBank > Enroll Now
3. Log in using your Online Banking User ID and Password
4. Enter the 6-digit OTP sent to your mobile number.

You'll see a confirmation page once linking is successful.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the GCash Cash In fees I need to know about?](#)
- [How do I cash in to GCash with my linked BPI account?](#)
- [How do I cash in to GCash from my online banking app or website?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/40229264624793-How-do-I-link-my-Unionbank-account-to-GCash>

How do I lock my GCash Card {#how-do-i-lock-my-gcash-card}

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Locking your card helps protect it in case of loss or suspicious activity.

Lock your GCash Card

To lock your GCash Card, follow these simple steps:

1. Go to your GCash Card page
2. Select your GCash Card account
3. Tap **Lock Card**

Once locked, your GCash Card will be **grayed out on the GCash app**. You will receive an SMS that confirms your GCash Card is temporarily suspended.

Unlock your GCash Card

Once you're ready to use your card, here's how to unlock it:

1. Go to your GCash Card page
2. Select your GCash Card account
3. Tap **Unlock Card**
4. Input the 6-digit code sent to your mobile number and tap **Submit**

You will receive an SMS that confirms your GCash Card has been successfully reactivated.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I reset my GCash VISA/Mastercard PIN?](#)
- [My GCash Card has been lost or stolen. What do I do?](#)
- [My GCash Card got stuck in the ATM. What do I do?](#)
- [How do I deactivate my GCash Card from my account?](#)

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30286982495513

Source: <https://help.gcash.com/hc/en-us/articles/30286982495513-How-do-I-lock-my-GCash-Card>

How do I pay for my GLoan Sakto {#how-do-i-pay-for-my-gloan-sakto}

Path: articles/40675961653913-How-do-I-pay-for-my-GLoan-Sakto

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- [What is the difference between GLoan and GLoan Sakto?](#)
- [What is GLoan Sakto?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

You may pay for your GLoan Sakto dues via the GCash app. Here are the steps to follow:

1. On your GCash app, click **Borrow**
2. Tap **GLoan** > indicate the amount > **Pay**

GLoan Sakto Due

Your GLoan Sakto is due **14 days** after loan disbursal

Paying Early and On Time

- Pay your full loan amount early or on time to re-avail
- Pay early to increase your chance at getting another GLoan Sakto or a GLoan offer
- Pay early and on time to avoid penalty fees

Check your GLoan Sakto Disclosure Statement to know more details about your loan.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What is GLoan Sakto?](#)
- [Am I eligible for GLoan Sakto?](#)
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How do I pay my bills using GCash {#how-do-i-pay-my-bills-using-gcash}

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- [How can I add/save my favorite billers in GCash?](#)
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Use GCash to pay your bills, including Meralco, Manila Water, PLDT, Globe, and top up your Beep Card, Autosweep, EasyTrip, and more. GCash also allows payments for other electricity, water, internet, telecom services, credit cards, loans, government fees, insurance, and school fees.

Before paying bills, double-check that you've entered the correct details.

How to pay bills using GCash:

1. On your GCash homepage, tap **Bills**
2. **Select your biller** from the list
3. Enter the required information and tap **Next**
4. Review and confirm the transaction details

Once completed, you'll receive a confirmation via the **app inbox, push notification, and your GCash-registered email**.

Note:

Fees and processing times depend on your biller. You can view the full [list of Partner Billers here](#).

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How much is the transaction fee for my bills payment in GCash?](#)
- [How can I add/save my favorite billers in GCash?](#)
- [How do I schedule my bills payment in GCash?](#)
- [I can't make a payment for my bills. What do I do?](#)
- [I entered the wrong details when paying my bills with GCash. What do I do?](#)

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How can I add/save my favorite billers in GCash?

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- [How can I add/save my favorite billers in GCash?](#)
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900004373166

Source: <https://help.gcash.com/hc/en-us/articles/900004373166-How-do-I-pay-my-bills-using-GCash>

How do I pay using my AMEX Virtual Pay Card {#how-do-i-pay-using-my-amex-virtual-pay-card}

Path: articles/4402446008345-How-do-I-pay-using-my-AMEX-Virtual-Pay-Card

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- [How do I get a new AMEX Virtual Pay Card CVV or Security Code?](#)
- [How do I activate my AMEX Virtual Pay Card in GCash?](#)
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- [How do I send money to another GCash account?](#)

Once your AMEX Virtual Pay Card is activated, you can start using it for payments right away. Here's how to make payments and manage your card:

Pay using your AMEX Virtual Pay Card

You can use your AMEX Virtual Pay Card to make online purchases. Local purchases in the Philippines will reflect charges based on your orders and shipping fees.

- Some websites may ask for your **name, card number, expiration date, and CVV/security code**. Ensure you only provide these details on trusted websites.
- Your security code was sent to you upon activation. For additional security, please request for a new CVV anytime.

Manage your AMEX Virtual Pay Card

Your AMEX Virtual Pay Card will have a **U.S. address and phone number**.

If you need to transfer your linked AMEX Card to a new number or correct your name on the card, click here to ask for help. A customer service representative will contact you in **24 hours**.

If you are seeing a different name on your AMEX Card, click here to ask for help. A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- How do I activate my AMEX Virtual Pay Card in GCash?
- How do I renew my AMEX Virtual Pay Card after it expires?
- How do I get a new AMEX Virtual Pay Card CVV or Security Code?

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- How do I renew my AMEX Virtual Pay Card after it expires?
- How do I get a new AMEX Virtual Pay Card CVV or Security Code?
- How do I activate my AMEX Virtual Pay Card in GCash?
- How do I pay using my AMEX Virtual Pay Card?

4402446008345

Source: <https://help.gcash.com/hc/en-us/articles/4402446008345-How-do-I-pay-using-my-AMEX-Virtual-Pay-Card>

How do I refer someone for Jobs on GCash {#how-do-i-refer-someone-for-jobs-on-gcash}

Path: articles/23431265122969-How-do-I-refer-someone-for-Jobs-on-GCash

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Articles in this section

- [How do I withdraw my earnings from Jobs on GCash?](#)
- [How can I apply for Jobs on GCash?](#)
- [How do I refer someone for Jobs on GCash?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

With Jobs on GCash, you can easily refer people to job openings and earn money when your referral is hired. Here's how the referral process works:

How to refer someone for Jobs on GCash

You will receive **6 referral credits** for each job opening. When **you send a referral email to someone** (the referee), a referral credit will be deducted from your account. A credit will also be deducted when the **referee clicks on your referral link**.

To refer someone, follow these steps:

1. On your GCash app, tap **View All Services > Jobs**
2. Search through a job list and tap **Refer**
3. Select **Email** and enter the full name and email of your referral
4. You will be notified of your successful referral and your remaining referral credits

How to earn money by referring

- For each job posting, there's a referral fee you can earn if the person you referred is hired
- Referrals can be passed on: When your referral refers someone else, you can still earn a portion of the referral fee
- **Referee:** The person you refer to the job ; **Referrer:** You, the person who makes the referral

Referral fee cutExample

| Referral fee cut | 1st degree referee candidate | 2nd degree referee candidate | 3rd degree referee candidate || --- | --- | --- | --- | 1st degree referrer | 100% | 50% | 25% | | 2nd degree referrer | 0% | 50% | 25% | | 3rd degree referrer | 0% | 0% | 50% |

To further understand the referral fee cut, below is an example if the total referral fee is PHP 10,000:

| Referral fee cut | 1st degree referee candidate | 2nd degree referee candidate | 3rd degree referee candidate || --- | --- | --- | --- | 1st degree referrer | Immediate referrer (A) will receive PHP 10,000 | Immediate referrer (B) will receive PHP 5,000 | Referrer of (C) / Immediate referrer (B) will receive PHP 2,500 | | 2nd degree referrer | 0 | Referrer of (B) / Immediate referrer (A) will also receive PHP 5,000 | Immediate referrer (D) will receive PHP 2,500 | | 3rd degree referrer | 0 | 0 | Immediate referrer (C) will receive PHP 5,000 |

How to claim your referral fee

Referring someone does not automatically guarantee you will earn money. To claim the referral fee:

- The person you referred must be hired and stay in the job for a certain period.
- If they leave before meeting the required duration, you won't be eligible for the referral fee.

Schedule options are **set by the employer** and can be seen once you tap **i** on the page.

- 100% after 30 days
- 50% after 30 days and 50% after 90 days
- 50% after 30 days and 50% after 180 days
- 50% after 90 days and 50% after 180 days

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I apply for Jobs on GCash?](#)
- [How do I withdraw my earnings from Jobs on GCash?](#)

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- [How do I withdraw my earnings from Jobs on GCash?](#)
- [How can I apply for Jobs on GCash?](#)
- [How do I refer someone for Jobs on GCash?](#)

23431265122969

Source: <https://help.gcash.com/hc/en-us/articles/23431265122969-How-do-I-refer-someone-for-Jobs-on-GCash>

How do I renew my AMEX Virtual Pay Card after it expires {#how-do-i-renew-my-amex-virtual-pay-card-after-it-expires}

Path: articles/40802287759641-How-do-I-renew-my-AMEX-Virtual-Pay-Card-after-it-expires

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- [How do I renew my AMEX Virtual Pay Card after it expires?](#)
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- [How do I activate my AMEX Virtual Pay Card in GCash?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

If your AMEX Virtual Pay Card reaches the expiration date, you will need to renew or reactivate it to continue making online payments and purchases. Renewing it is for **FREE**, here's how:

1. On your GCash app, tap **Profile**
2. Tap **My Linked Accounts > American Express Virtual Pay**
3. Tap **Renew Card/Reactivate Card**
4. Confirm the renewal request

Your new card details, including a new expiration date and CVV, will be generated. Once you have your renewed card details, update them on any websites or apps where your card is saved for automatic payments or subscriptions.

Note: For added security, GCash may prompt you to verify certain transactions after renewing your AMEX Virtual Pay Card. Simply follow the verification steps as instructed.

If you're having issues with the renewal of your AMEX Virtual Pay Card, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I activate my AMEX Virtual Pay Card in GCash?](#)
- [How do I pay using my AMEX Virtual Pay Card?](#)
- [How do I get a new AMEX Virtual Pay Card CVV or Security Code?](#)

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- [How do I pay using my AMEX Virtual Pay Card?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/40802287759641-How-do-I-renew-my-AMEX-Virtual-Pay-Card-after-it-expires>

How do I reset my GCash VISA Mastercard PIN {#how-do-i-reset-my-gcash-visa-mastercard-pin}

Path: articles/30286846758297-How-do-I-reset-my-GCash-VISA-Mastercard-PIN

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Articles in this section

- [How do I link my GCash Card to my GCash account?](#)
- [How do I reset my GCash VISA/Mastercard PIN?](#)
- [How do I deactivate my GCash Card from my account?](#)
- [How do I lock my GCash Card?](#)

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- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you inputted the wrong GCash Card PIN after 3 attempts or you forgot your GCash Card PIN, you can reset it by following the steps below:

Note:

Your GCash Card PIN is different from your [GCash MPIN](#).

Avoid using weak PINs like 123456, 111111, or any other consecutive or repetitive numbers.

1. Tap **Cards** > Select the **GCash Card** account
2. Tap **Reset Card PIN**
3. Nominate a 6-digit numeric PIN and select **Next**

Once your GCash Card PIN is reset, you will see a prompt and receive an SMS that confirms that your card PIN was changed successfully.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I lock my GCash Card?](#)
- [How do I deactivate my GCash Card from my account?](#)
- [How do I transfer my linked GCash VISA/Mastercard Card to a new mobile number?](#)
- [My GCash Card has been lost or stolen. What do I do?](#)
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- [How do I deactivate my GCash Card from my account?](#)
- [How do I lock my GCash Card?](#)

30286846758297

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How do I save my bank accounts for Bank Transfers using GCash {#how-do-i-save-my-bank-accounts-for-bank-transfers-using-gcash}

Path: articles/30245229511321-How-do-I-save-my-bank-accounts-for-Bank-Transfers-using-GCash

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- [How do I transfer money to a bank/e-wallet from my GCash account?](#)
- [How do I save my bank accounts for Bank Transfers using GCash?](#)
- [How can I schedule a bank transfer in GCash?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

You can **save up to 20 bank accounts** for easier future transactions in GCash. Here's how:

1. On your GCash homepage, tap **Transfer > Add account**
2. Choose the bank you want to save
3. Enter the necessary details and tap **Next**
4. Review the bank information and tap **Confirm**

Once confirmed, your account will be listed under **My Saved Bank Accounts** for quick access next time.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I schedule a bank transfer in GCash?](#)
- [How do I transfer money to a bank/e-wallet from my GCash account?](#)
- [I cannot transfer money to another bank using GCash. What do I do?](#)

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- [How do I transfer money to a bank/e-wallet from my GCash account?](#)
- [How do I save my bank accounts for Bank Transfers using GCash?](#)
- [How can I schedule a bank transfer in GCash?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30245229511321-How-do-I-save-my-bank-accounts-for-Bank-Transfers-using-GCash>

How do I schedule automatic investments in GFunds {#how-do-i-schedule-automatic-investments-in-gfunds}

Path: articles/30844023946137-How-do-I-schedule-automatic-investments-in-GFunds

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- [How can I sell/withdraw funds from GFunds?](#)
- [How do I schedule automatic investments in GFunds?](#)
- [How do I track my pending Buy and Sell orders in GFunds?](#)
- [When will I receive my GFunds Buy or Sell orders?](#)

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The **Auto-Invest** feature in GFunds allows you to automate your investments by scheduling weekly or monthly investments and setting a specific investment amount. This helps you build your investments consistently without the need for manual transactions.

How to use the GFunds Auto-Invest feature:

1. On your GFunds dashboard, tap **Set Schedule**
2. Select the fund you want to invest in
3. Input the details needed for your scheduled investment. Tap **Next**
4. Review the details of your investment and select **Set Schedule**

You'll see a confirmation page indicating your selected fund has been scheduled.

Note: Scheduled investments are processed every **11 PM**, except for holiday orders which are processed the next business day. Please make sure that your GCash wallet has enough funds to cover your scheduled transaction. If your GCash wallet does not have enough funds, your scheduled transaction will not proceed and will retry on the next scheduled date.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I buy funds in GFunds?](#)
- [How can I sell/withdraw funds from GFunds?](#)
- [How do I track my pending Buy and Sell orders in GFunds?](#)
- [What investment products are available on GFunds?](#)
- [What are the GFunds fees I need to know about?](#)

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- [How can I buy funds in GFunds?](#)
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- [How do I schedule automatic investments in GFunds?](#)
- [How do I track my pending Buy and Sell orders in GFunds?](#)
- [When will I receive my GFunds Buy or Sell orders?](#)

30844023946137

Source: <https://help.gcash.com/hc/en-us/articles/30844023946137-How-do-I-schedule-automatic-investments-in-GFunds>

How do I schedule my bills payment in GCash {#how-do-i-schedule-my-bills-payment-in-gcash}

Path: articles/360020931693-How-do-I-schedule-my-bills-payment-in-GCash

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- [How do I pay my bills using GCash?](#)
- [How can I add/save my favorite billers in GCash?](#)
- [How do I schedule my bills payment in GCash?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)

- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

You can schedule up to five (**5**) **billers** from our [Partner Billers](#) list. Scheduling payments allows you to automate your monthly bills so you can avoid late payments, save time, and track scheduled transactions easily.

Make sure your GCash **account has enough balance by 12 AM** on the payment date.

If you cash in later in the day or if the scheduled payment fails, it will be **automatically canceled**, and you'll need to process it manually.

How to Schedule Bills Payment

1. On your GCash App, tap **Bills > Manage Scheduled Bill Payments**
2. Select **Add Biller** and select your preferred biller
3. Tap **Input Payment Schedule**
4. Enter your preferred payment schedule and tap **Set Schedule > Next**

5. Review the details and tap **Confirm**

Once done, you'll see your scheduled bill payment on the Pay Bills page.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I add/save my favorite billers in GCash?](#)
- [How do I pay my bills using GCash?](#)
- [How much is the transaction fee for my bills payment in GCash?](#)
- [I can't make a payment for my bills. What do I do?](#)
- [I entered the wrong details when paying my bills with GCash. What do I do?](#)

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- [How do I pay my bills using GCash?](#)
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How do I send money to another GCash account {#how-do-i-send-money-to-another-gcash-account}

Path: articles/360017566614-How-do-I-send-money-to-another-GCash-account

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- [How do I send money to another GCash account?](#)
- [Can I send money to a Non-Verified/Basic GCash user?](#)
- [How can I send money in GCash via QR code?](#)
- [How do I generate my personal GCash QR?](#)

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- [How do I send money to another GCash account?](#)

Note:

If you are an iPhone 14, 15, 16 user, you may be experiencing errors and issues when using Express Send. To learn more about the issue, [click here](#).

You can send money to another GCash account with **GCash Express Send**. Here's how:

Before you start, please check your Wallet and Transaction limits, including your Express Send Limits. If you're using a Non-Philippine Issued SIM, you can only send money to Fully Verified GCash users in the Philippines.

1. On your GCash homepage, tap **Send**
2. Select **Express Send**
3. Enter the recipient's GCash account using QR, contact, mobile number, or select a country code and input the mobile number. Tap **Next**
4. Confirm that the details are correct by checking the box. Tap **Send**

After sending it, you'll see a receipt for your transaction. You can also check the confirmation in your GCash app inbox or Transaction History.

Please note that **confirmed transactions cannot be refunded**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't send money to another GCash account. What do I do?](#)

- [I sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do?](#)
- [I sent money to the wrong GCash account or number via Express Send. What should I do?](#)

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Can I send money to a Non-Verified/Basic GCash user?

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- [Can I send money to a Non-Verified/Basic GCash user?](#)
- [How can I send money in GCash via QR code?](#)
- [How do I generate my personal GCash QR?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/360017566614-How-do-I-send-money-to-another-GCash-account>

How do I track my pending Buy and Sell orders in GFunds {#how-do-i-track-my-pending-buy-and-sell-orders-in-gfunds}

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- [How can I buy funds in GFunds?](#)
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- [When will I receive my GFunds Buy or Sell orders?](#)

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- [How do I send money to another GCash account?](#)

Tracking your pending Buy and Sell Orders in GFunds is easy and helps you stay updated on your transactions. Here's how:

1. On your **GFunds Dashboard**, tap **View Pending Orders**
2. Select the details of your chosen order

After placing your order, you'll be directed to a page showing its **current status**. Refer to the table below to learn about the possible statuses your GFunds orders can have:

Order Status	Description
---	Your Order is being processed Your Order has been successfully placed and is currently being processed.
Complete	Your Order is Complete Your Order has been completed, and the changes should be reflected in your GFunds dashboard.
Cancelled	Your Order is Cancelled by the System or Partner Your Order has been successfully cancelled. You'll no longer be able to track this order.

What Happens If Your GFunds Order Is Cancelled?

- **Buy Order:** The amount will be refunded to your GCash wallet within **2-3 business days**.
- **Sell Order:** The funds will stay in your GFunds balance since no fund movement occurred.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [When will I receive my GFunds Buy or Sell orders?](#)
- [My Buy Order has not been reflected in my GFunds account. What do I do?](#)
- [What investment products are available on GFunds?](#)
- [What are the GFunds fees I need to know about?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/900004505786-How-do-I-track-my-pending-Buy-and-Sell-orders-in-GFunds>

How do I transfer money and services from my old GCash account to my new one {#how-do-i-transfer-money-and-services-from-my-old-gcash-account-to-my-new-one}

Path: articles/5857695373081-How-do-I-transfer-money-and-services-from-my-old-GCash-account-to-my-new-one

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Articles in this section

- [I want to update my address or work information in GCash](#)
- [I want to update my GCash email address](#)
- [I want to update my name or birthdate in my GCash account](#)
- [I want to change my mobile number linked to my GCash account](#)
- [My GCash account is on hold. How can I access my account?](#)
- [I was Fully Verified, why was my GCash account downgraded to a basic account?](#)
- [GScore](#)
- [How do I transfer money and services from my old GCash account to my new one?](#)
- [How do I claim my money from a suspended GCash Basic account?](#)
- [Why was my GCash account deactivated?](#)

[See more](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

GCash can process the transfer of funds to another GCash account if **both the source and recipient numbers are under the same account owner**. Check out the requirements and steps below to learn more:

Required Documents

You need these documents to request the fund transfer:

- One Accepted Valid Government ID
- A clear photo of yourself holding your valid ID.

*If the old number is not a Fully Verified account, you must also provide a **Notarized Affidavit of Loss** for the lost, deactivated, or expired SIM.

Note that only the following products linked to your old account shall be transferred:

- Lending (GGives, GCredit, GLoan)
- GSave
- GStocks PH
- GCrypto
- GFunds

Steps to Transfer Funds to a new GCash Account

If you previously requested to block your account

1. Make sure your new GCash account is Fully Verified
2. Have the photo of the valid ID, selfie, and the notarized affidavit * ready for submission
3. Search for the GCash e-mail thread when you requested for the blocking of your account
4. Reply to the e-mail with your documents, and the mobile number where you want to transfer the funds and services.

Wait for the update from our GCash Support Team within 24 hours.

If it is the first time that you will be reaching out to GCash to transfer your funds

1. Make sure your new GCash account is Fully Verified
2. Have the photo of the valid ID, selfie, and the notarized affidavit * ready for uploading
3. Click here to request the fund transfer. Fill out all the required information and attach all required documents.

You will receive a confirmation email about your transfer of funds request within **48 hours.**

Need more Help?

For other inquiries or concerns, check out the following articles:

- I want to transact offline with GCash. What do I do?
- My GCash account is on hold. How can I access my account?
- How do I claim my money from a suspended GCash Basic account?

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How do I claim my money from a suspended GCash Basic account?

- I want to update my address or work information in GCash
- I want to update my GCash email address
- I want to update my name or birthdate in my GCash account
- I want to change my mobile number linked to my GCash account
- My GCash account is on hold. How can I access my account?

- [I was Fully Verified, why was my GCash account downgraded to a basic account?](#)
- [GScore](#)
- [How do I transfer money and services from my old GCash account to my new one?](#)
- [How do I claim my money from a suspended GCash Basic account?](#)
- [Why was my GCash account deactivated?](#)
- [Privacy Choices Dashboard](#)
- [SIM Card Registration Frequently Asked Questions](#)
- [Can I create a GCash account if I did not register my SIM Card?](#)
- [The GCash SSO \(Single Sign-On\) is not working. What do I do?](#)
- [How do I delete or close my GCash account?](#)

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How do I transfer money to a bank e wallet from my GCash account {#how-do-i-transfer-money-to-a-bank-e-wallet-from-my-gcash-account}

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- [How do I send money to another GCash account?](#)

You can easily transfer money to banks or e-wallet using GCash by entering account details manually or scanning a Bank QR code. These transfers are done via InstaPay, so the money is sent in real-time.

Note:

A **PHP 15** fee applies for each transaction.

Via Account Details

1. On your GCash app, tap **Transfer > Local**
2. Select the logo of your bank or tap **View All**
3. Tap the partner bank you wish to transfer funds to
4. Enter the amount to send, the account name, and the account number
5. Tap **Send Money**
6. Review the transfer details and tap **Confirm**

Via QR Code

1. On your GCash app, tap **Transfer > Local**
2. Tap Scan/Upload Bank QR
3. Scan the QR code.
4. The account name and number will be automatically filled in then enter the amount to send.
5. Tap **Send Money**
6. Review the transfer details then tap **Confirm**

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I cash in to GCash from another online banking app?](#)
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How do I transfer my linked GCash VISA Mastercard Card to a new mobile number {#how-do-i-transfer-my-linked-gcash-visa-mastercard-card-to-a-new-mobile-number}

Path: articles/30287312162201-How-do-I-transfer-my-linked-GCash-VISA-Mastercard-Card-to-a-new-mobile-number

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

To transfer your linked GCash Card to a new number, first, make sure your new GCash number is Fully Verified.

Once verified, [click here to ask for help](#) to transfer your card. Provide your **old GCash mobile number**, your **new Fully verified GCash mobile number**, and the **last 4 digits of your card**. A customer service representative will contact you in **24 hours**.

Note:

Do not share your 16-digit card number or CVV under any circumstances.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I want to update my mobile number linked to my GCash account](#)
- [How do I reset my GCash VISA/Mastercard PIN?](#)
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How do I unlink and link GCash to Grab as my payment method {#how-do-i-unlink-and-link-gcash-to-grab-as-my-payment-method}

Path: articles/44415107846169-How-do-I-unlink-and-link-GCash-to-Grab-as-my-payment-method

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You can link your GCash account to your Grab app for faster payments. This lets you pay for your Grab orders faster without having to log in to GCash every time.

Learn how to link GCash to Grab below or troubleshoot if you can't link your accounts. If you're encountering errors with adding GCash as a payment method in Grab or if you've already linked your GCash to Grab before and it expired, you'll need to unlink AND relink your account afterwards.

Please contact Grab directly if you have concerns with orders made with your linked GCash account.

How to Unlink GCash in Grab App

1. On your Grab app, tap **Account** on the lower right. Some users may need to go to **Profile** located on the upper right icon
2. Select **GCash** on your list of payment methods
3. Tap **Unlink**

After completing the steps above, your GCash account will be unlinked from Grab and you'll be redirected to your Account page.

How to Link GCash in Grab App

1. On your Grab app, go to **Account** or **Profile**, swipe to the right and select **All payment methods**
2. Select **GCash** in the list of payment methods
3. Enter the mobile number of your GCash account and tap **Next**. Then, enter the 6-digit authentication code (OTP) sent to your number

4. Enter your GCash MPIN then tap **Next**
5. Complete the linking process by tapping **Link**
6. You'll see a confirmation page once your GCash account is successfully linked. You can now use GCash as a payment method for Grab!

Need more Help?

For other inquiries or concerns, check out the following articles:

- [My online subscription or GCash payment did not reflect. What should I do?](#)
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How do I update my account information in GFunds

{#how-do-i-update-my-account-information-in-gfunds}

Path: articles/900005381886-How-do-I-update-my-account-information-in-GFunds

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To update your GFunds account details or transfer your investments to another account, please ensure your [GCash account information is updated first](#).

Follow the steps below on how to update your GFunds account information:

1. Updating your account information You can update the following information in your GFunds account:

- Last name
- Middle name
- First name
- Marital Status
- Current Address

To request an update of your account information, [click here to ask for help](#).

2. Transfer your old GFunds account to your new mobile number If you wish to change the mobile number linked to your GFunds account, ensure that:

- Your new mobile number is Fully Verified with the same user information as your old number.
- Your new number has NOT been previously registered with GFunds.

To request a mobile number change, [click here to ask for help](#). Make sure to provide both your **old and new GCash numbers** along with any necessary supporting documents or screenshots.

Note: Accounts undergoing a mobile number change request will be **temporarily blocked from accessing GFunds for 2 weeks** during the account transfer process.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I want to update my account information in GCash](#)
- [I can't access my GFunds account. What do I do?](#)
- [I can't buy or sell funds in GFunds. What do I do?](#)

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How do I use Scan to Order on GCash {#how-do-i-use-scan-to-order-on-gcash}

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Scan to Order lets you view menus, customize, and pay for your food—all within the mini-program in GCash by scanning a QR code at select partner establishments. Scan to Order is powered by Tablevibe.

Eligibility:

- You must be a Fully Verified GCash user.

How to Access:

1. Look for a GCash-branded QR code at the restaurant (on tables, counters, or doors).
2. Use your phone's camera or the GCash app camera to scan the QR code.
3. You'll be redirected to the Tablevibe mini-program to browse the menu, order, and pay.

How to Use:

Ordering:

1. Select your items from the menu.
2. Customize your order (e.g., add toppings) and add it to your basket.

Checkout:

1. Review your order.
2. Enter your table number (for dine-in) or select pickup.
3. Apply promo codes or tips, if available.
4. Pay directly through the Tablevibe mini-program—no need to exit.

Note: First-time users need to link their GCash account to the Tablevibe mini-program.

Order Tracking:

After payment, track your order by either:

1. Scanning the QR code again to be redirected to the order tracking page, or
2. Scanning the QR code and selecting the order transaction icon on the Tablevibe menu homepage.
3. You'll receive updates on your order status through push notifications or SMS sent by Tablevibe.

Promo Codes:

To use a promo code:

1. Tap **See promos and discounts**
2. Enter your promo code—it will apply automatically if valid.

Refunds & Cancellations:

If your order is canceled, you'll be notified via GCash push notifications and SMS. Refunds will be issued to your GCash wallet within **2 business days**.

You can immediately place a new order, even with the same restaurant.

Need more Help?

For any issues with placing or tracking orders, please coordinate with the restaurant staff directly.

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How do I use and activate Tap N Pay {#how-do-i-use-and-activate-tap-n-pay}

Path: articles/34932356672537-How-do-I-use-and-activate-Tap-N-Pay

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Tap N' Pay lets you pay by logging in to the GCash app and tapping your phone on the payment terminal—no need to scan or swipe to pay. Plus, there are no additional fees for using this feature.

To start using Tap N' Pay as your payment method, follow these steps:

Check if your phone supports Tap N' Pay

Currently, GCash Tap N' Pay is available only on Android (Huawei and iOS devices are not supported at this time). Next, make sure your phone supports NFC, which is the technology that powers Tap N' Pay. You may check [this list](#) to see if your phone comes with NFC.

For some devices, you may need to go to your phone settings and turn on NFC.

Check if Tap N' Pay is available to you

Only select Fully Verified users can use this feature. To check if you're selected, tap "View All Services" on the GCash homepage then find "Tap N' Pay" under Pay. If you don't see this icon, you may not have been selected yet—but don't worry, we're gradually adding more users. You can check back again in the GCash app for updates.

Activate Tap N' Pay

1. Login to the GCash app and tap **View All Services**
2. Select **Tap N' Pay**
3. Agree to the Terms and Conditions

You'll be led to a page that confirms the activation of your GCash Tap N' Pay.

Where you can use Tap N' Pay

You can use Tap N' Pay for in-store retail transactions on Mastercard and partner POS terminals. This is not available on transit, ATM, or e-commerce transactions.

Pay with Tap N' Pay

1. Login to the GCash app and tap **View All Services**
2. Select **Tap N' Pay**
3. Hold your phone near the terminal. You'll hear a beep or see a green light once the payment is accepted.

You'll receive an app inbox message and a push notification, then you'll be redirected to a page confirming your successful transaction.

Need more help?

For other inquiries or concerns, check out the following articles:

- [I was charged more than once when I used Tap N' Pay. What do I do?](#)
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How do I use limit orders in GCrypto {#how-do-i-use-limit-orders-in-gcrypto}

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Limit orders are a new feature in GCrypto that allows you to **define a specific price** for buying or selling cryptocurrency. Your order is only executed **if the market price matches or exceeds your chosen price**, ensuring trades are made only at the price you set or better.

Limit orders vs. Market orders

There is no better option since it depends on your individual trading goals and risk tolerance. Check out the difference between market orders and limit orders below:

- **Market orders** execute immediately at the best available current market price
- **Limit orders** give you more control over the price at which you trade, but there's **no guarantee your order will be filled immediately**. Your order might not be filled if the price jumps significantly above or below your limit price before there's a matching order at your desired price. You can **set up multiple limit orders** for the same cryptocurrency, each with different target prices.

Monitor the status of your limit orders

Track your open limit orders through the asset dashboard, where you'll find details like price, amount, and confirmation status.

Cancel a limit order

You can cancel your limit order at **any time before it's filled**. This might be useful if market conditions change or you decide to adjust your trading strategy.

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How do I view and download my GCash transaction history {#how-do-i-view-and-download-my-gcash-transaction-history}

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You can view your recent transactions in the Transactions page. To view GCash transactions from the past 24 hours up to one year, you may download your GCash transactions by following these steps:

1. On your GCash app, tap **Transactions**
2. Scroll to the bottom of the Transactions page, then tap **Request transaction history**
3. Choose your desired date range or select specific dates
4. Click **Submit Request**

Your transaction history will be sent in a PDF file to your GCash-registered email address. The file is password-protected for your security. Please refer to the email for more instructions on how to open it.

Note: You **cannot** delete items from your GCash transaction history.

If no email was received, kindly check that your **email address is updated** and check your **Spam** folder. You can choose to download your history again, or you may [click here to ask for help](#). A customer service representative will contact you in **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I increase my GCash wallet and transaction limits?](#)
- [My GCash wallet and transaction limits did not increase even after following the steps. What do I do?](#)
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How do I withdraw cash using my GCash VISA Mastercard Card {#how-do-i-withdraw-cash-using-my-gcash-visa-mastercard-card}

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To withdraw cash using your GCash Card, follow the steps below:

Before withdrawing, ensure your GCash wallet has enough balance to cover **both the amount you want to withdraw and the ATM withdrawal fee.**

1. Go to any BancNet ATM
2. Insert your GCash Card
3. Enter your **6-digit ATM PIN** (this is the same PIN you set for your GCash Card, but different from your GCash MPIN)
4. Choose your withdrawal amount

Withdrawal Limits:

- **Single Withdrawal Limit:** Maximum amount of **PHP 20,099** per transaction
- **Daily Withdrawal Limit:** Maximum amount of **PHP 40,099** per day

Note:

Your withdrawal limit resets every day at 12:30 AM. For example, if you reach your limit at 11:00 PM, you can withdraw again after 12:30 AM.

ATM Fees:

ATM transaction fees are set by the ATM provider. Always check the ATM screen for the exact fees before proceeding. Below are BSP-approved rates:

- **Withdrawal Fee:** PHP 10 - PHP 18
- **Balance Inquiry Fee:** PHP 0 - PHP 2.50

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I pay using my GCash Card?](#)
- [How much are the fees and transaction limits for my GCash Card?](#)
- [The ATM did not release any money after withdrawing using my GCash Card](#)
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How do I withdraw from my GSave Overseas account {#how-do-i-withdraw-from-my-gsave-overseas-account}

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To learn how to withdraw funds from your GSave Overseas account, follow the steps below:

1. On your GSave Overseas dashboard, select **Withdraw**
2. Enter the amount you want to withdraw and tap **Next**
3. Review and confirm the amount you want to withdraw. Tap **Confirm**
4. Enter the 6-digit authentication code sent to your GCash registered mobile number. Tap **Submit**

After withdrawing, a confirmation page will appear. The money will be instantly credited to your GCash wallet from your GSave Overseas account.

Note:

Withdrawal of funds from your GSave Overseas account will NOT affect your wallet limits.

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Source: <https://help.gcash.com/hc/en-us/articles/39124269488793-How-do-I-withdraw-from-my-GSave-Overseas-account>

How do I withdraw my earnings from Jobs on GCash {#how-do-i-withdraw-my-earnings-from-jobs-on-gcash}

Path: articles/41423213263769-How-do-I-withdraw-my-earnings-from-Jobs-on-GCash

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Articles in this section

- [How do I withdraw my earnings from Jobs on GCash?](#)
- [How can I apply for Jobs on GCash?](#)
- [How do I refer someone for Jobs on GCash?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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To withdraw your earnings from referring someone to **Jobs on GCash**, follow these simple steps:

1. Go to the **Jobs homepage** in the GCash app
2. Tap the **Menu** icon and select **My Wallet**
3. Tap **Withdraw to GCash** to transfer your earnings

Earnings did not reflect

If your earnings haven't been reflected yet, here's what you need to know:

- **Payout Schedule:** Payment times vary per company since they set their own **payout schedules** for referral fees.
- **Eligibility:** The person you referred must stay in the job for at least 30 days to qualify for **half of the referral fee**. If they leave before completing this period, the referral fee may not be issued.

Make sure to check the status of your referrals and their employment period to ensure timely payment.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I apply for Jobs on GCash?](#)
- [How do I refer someone for Jobs on GCash?](#)

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How can I apply for Jobs on GCash?

- [How do I withdraw my earnings from Jobs on GCash?](#)
- [How can I apply for Jobs on GCash?](#)
- [How do I refer someone for Jobs on GCash?](#)

41423213263769

Source: <https://help.gcash.com/hc/en-us/articles/41423213263769-How-do-I-withdraw-my-earnings-from-Jobs-on-GCash>

How does GCash help with my GCredit payment {#how-does-gcash-help-with-my-gcredit-payment}

Path: articles/4408436427033-How-does-GCash-help-with-my-GCredit-payment

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- [How do I send money to another GCash account?](#)

To help you manage your GCredit easier, we offer the following:

Payment Reminders

We'll remind you of your due date via email and SMS. You'll also receive guidance on how to pay your GCredit dues through email reminders.

Auto-Deduction Feature

To avoid extra charges, simply cash in your GCredit amount due, and we'll automatically deduct it from your GCash wallet **starting on your due date until full payment is paid**. You'll get an SMS after each deduction.

To ensure payments are processed on time, make payments through the **GCredit Management Page**.

Collection Agencies

If you need help settling your dues, our third-party collections partners are here to help. They will remind you of unpaid dues via calls, SMS, and email to help you avoid extra charges.

Here's the list of agencies that may contact you:

Collections Agency Name	Contact Information	Email Address
M.B.A (M.B.A Consulting Philippines, Inc.)	0919-0817008; 0917-6392611	
cimb.dept@ph.mbacgroup.com	RNL (Receivers and Liquidators Inc.)	(632)636-45-94; 636-45-97
mlcimb@receiversliquidators.net	RGS (RGS Recovery Management and Collection Services, Inc.)	(02) 7719-6410 rttanon@rgsrecovery.com.ph
	GSC (Greatsource Corporation)	0998-9363482 gmcalungcaguin@greatsourcecorp.com
	PrimeAlliance Recovery Management, Inc. (PARMI)	(02) 8661908509171900043; 09281599602 beltran_elinino@parmi.com.ph
	GCCS & Associates Corporation	09626726751; 09153934505 info35_cimb@gccs.com.ph

Payment Assistance Program

The program offers easier and more manageable payment options **to help customers who are having difficulties paying their GCredit dues.**

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I use GCredit to pay?](#)
- [How can I pay for my GCredit dues?](#)
- [Why was my GCredit account closed?](#)

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- [How can I pay for my GCredit dues?](#)
- [How does GCash help with my GCredit payment?](#)

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How does GCash help with my GGives payment {#how-does-gcash-help-with-my-ggives-payment}

Path: articles/4409087639065-How-does-GCash-help-with-my-GGives-payment

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- [How can I pay for my GGives dues?](#)
- [What happens if I pay my GGives dues in advance?](#)
- [How does GCash help with my GGives payment?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)

- How do I send money to another GCash account?

To help you manage your GGives easier, we offer the following:

Payment Reminders

We'll remind you of your due date via email and SMS. You'll also receive guidance on how to pay your GGives dues through email reminders.

Auto-deduction feature

To avoid extra charges, simply cash in your GGives amount due, and we'll automatically deduct it from your GCash wallet **starting on your due date until full amount due is paid**. You'll get an SMS after each deduction.

To ensure payments are processed on time, make payments through the **GGives Loan Management Page**.

Collection Agencies

If you need help settling your dues, our third-party collections partners are here to help. They will remind you of unpaid dues via calls, SMS, and email to help you avoid extra charges.

Here's the list of agencies that may contact you:

||||| --- | --- | --- ||| **Contact Information | Email Address || SSG (Support Services Group - APAC, Inc.) | (02)-53229111; (02)-53229112 |**
fusecollections@supportservicesgroup.co;
fusecollections@collections.supportservicesgroup.co || **TELAN (Telan Hipe Flores Telan and Associates, Co.) | (02) 8640-6600 local 1028; 1017; 09176321734; 09177128741; 09190804932; 09176321734; 09177128763; 09171137628; 09176333504; 09190779649; 09190779632 |** fusecollections@telanlaw.com || **RGS (RGS Recovery Management and Collection Services, Inc.) | (02) 8294-8475; (02) 7719-6410 local 11 & 20; 09497746483; 09629599870 |** fusecollections@rgsrecovery.com.ph || **CNCCSI (Cendana - Neri Credit Collection Services, Inc.) | (02) 7368-6530 local 57 09177079142 |** fusecollections@cnccsi.com || **ACSI (Anchor Collection Services, Inc.) | (09171149864; 0917861 1319; 09171128160 |** fusecollections@anchor.com.ph || **SPMADRID (S.P. Madrid Corporation) | (02)88605958; 09190567786 |** fusecollections@spmadridlaw.com || **CONSTANTINO (Constantino and Associates Law Office) | (09209585897; 09209258608; 09189907248 |** fusecollections@constantinolawoffice.com |

Payment Assistance Program

The program offers easier and more manageable payment options **to help customers who are having difficulties paying their GGives dues.**

Need more Help?

For other inquiries or concerns, check out the following articles:

- How can I use GGives to pay?
- How can I pay for my GGives dues?

- [What happens if I pay my GGives dues in advance?](#)

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- [How can I pay for my GGives dues?](#)
- [What happens if I pay my GGives dues in advance?](#)
- [How does GCash help with my GGives payment?](#)

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How does GCash help with my GLoan payment {#how-does-gcash-help-with-my-gloan-payment}

Path: articles/30351961433369-How-does-GCash-help-with-my-GLoan-payment

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- [How can I pay my GLoan dues?](#)
- [When do I pay for my GLoan?](#)
- [What happens when I pay my total GLoan outstanding balance in advance?](#)
- [How does GCash help with my GLoan payment?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

To help you manage your GLoan easier, we offer the following:

Payment Reminders

We'll remind you of your due date via **email and SMS**. You'll also receive guidance on how to pay your GLoan dues through **email reminders**.

Auto-Deduction Feature

To avoid extra charges, simply cash in your GLoan amount, and we'll automatically deduct it from your GCash wallet **starting on your due date until full payment is paid.** You'll get an SMS after each deduction.

To ensure payments are processed on time, make payments through the **GLoan Management Page.**

Collection Agencies

If you need help settling your loan, our third-party collections partners are here to help. They will remind you of unpaid dues via calls, SMS, and email to help you avoid extra charges.

Here's the list of agencies that may contact you:

 --- --- --- Contact Information Email Address SSG (Support Services Group - APAC, Inc.) (02)-53229111; (02)-53229112
fusecollections@supportservicesgroup.co;
fusecollections@collections.supportservicesgroup.co TELAN (Telan Hipe Flores Telan and Associates, Co.) (02) 8640-6600 local 1028; 1017; 09176321734; 09177128741; 09190804932; 09176321734; 09177128763; 09171137628; 09176333504; 09190779649; 09190779632 fusecollections@telanlaw.com RGS (RGS Recovery Management and Collection Services, Inc.) (02) 8294-8475; (02) 7719-6410 local 11 & 20; 09497746483; 09629599870 fusecollections@rgsrecovery.com.ph CNCCSI (Cendana - Neri Credit Collection Services, Inc.) (02) 7368-6530 local 57 09177079142 fusecollections@cnccsi.com ACSI (Anchor Collection Services, Inc.) 09171149864; 0917861 1319; 09171128160 fusecollections@anchor.com.ph SPMADRID (S.P. Madrid Corporation) (02)88605958; 09190567786
fusecollections@spmadridlaw.com CONSTANTINO (Constantino and Associates Law Office) 09209585897; 09209258608; 09189907248
fusecollections@constantinolawoffice.com

Payment Assistance Program

The program offers easier and more manageable payment options to **help customers who are having difficulties paying their GLoan dues. A customer service representative will contact you in 24 hours.**

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How much can I borrow with GLoan?](#)
- [What are the GLoan fees I need to know about?](#)
- [How can I pay my GLoan dues?](#)
- [When do I pay for my GLoan?](#)
- [I have a concern with GLoan's partner collection agencies. What should I do?](#)

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What happens when I pay my total GLoan outstanding balance in advance?

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- [How can I pay my GLoan dues?](#)
- [When do I pay for my GLoan?](#)
- [What happens when I pay my total GLoan outstanding balance in advance?](#)
- [How does GCash help with my GLoan payment?](#)

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How much are the fees and transaction limits for my GCash Card {#how-much-are-the-fees-and-transaction-limits-for-my-gcash-card}

Path: articles/30286810141977-How-much-are-the-fees-and-transaction-limits-for-my-GCash-Card

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- [How can I pay using my GCash Card?](#)
- [How much are the fees and transaction limits for my GCash Card?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Learn about the fees and transaction limits when using your GCash Card for ATM withdrawals and balance inquiries:

ATM Withdrawal Fees

- **Fees for ATM withdrawals and balance inquiries** are charged directly by the ATM provider and may vary based on the rates approved by the BSP.
- Fees can range from **PHP 0** to **PHP 18**.
- Check your bank's official website for specific fee details.

GCash Card Withdrawal Limits

You can withdraw from any affiliated ATM, subject to the following limits:

- **Single Withdrawal Limit:** Maximum amount of **PHP 20,099** per transaction
- **Daily Withdrawal Limit:** Maximum amount of **PHP 40,099** per day

Note: Your withdrawal limit resets every day at 12:30 AM. For example, if you reach your limit at 11:00 PM, you can withdraw again after 12:30 AM.

GCash Card Transaction Limits

- For online payments or POS (Point of Sale) purchases, you can use your GCash Card for transactions up to **PHP 100,000 per transaction**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I pay using my GCash Card?](#)
- [How do I withdraw cash using my GCash VISA/Mastercard Card?](#)
- [How do I link my GCash Card to my GCash account?](#)
- [How can I order a GCash VISA Card?](#)
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How much are the transaction limits for the GCrypto Trading Wallet {#how-much-are-the-transaction-limits-for-the-gcrypto-trading-wallet}

Path: articles/31303981320473-How-much-are-the-transaction-limits-for-the-GCrypto-Trading-Wallet

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- [How can I withdraw from my GCrypto Trading Wallet?](#)
- [How much are the transaction limits for the GCrypto Trading Wallet?](#)
- [What is the GCrypto Trading Wallet?](#)
- [How can I top up my GCrypto Trading Wallet?](#)

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- [How do I send money to another GCash account?](#)

Transaction limits help control the amount you can transfer between your GCrypto Trading Wallet and GCash Wallet. These limits depend on your GCash verification level and apply to both top-ups and withdrawals.

Refer to the table below for the transaction limits:

Fully Verified GCash Plus Top-up from GCash Wallet to GCrypto	Daily Limits PHP 100,000 PHP 100,000	Monthly Limits N/A N/A
Withdraw from GCrypto to GCash Wallet	Daily Limits N/A N/A	Monthly Limits PHP 100,000 PHP 500,000

Before topping up and withdrawing from GCrypto, check your [GCash Wallet and Transaction Limits](#).

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What is the GCrypto Trading Wallet?](#)
- [How can I top up my GCrypto Trading Wallet?](#)
- [How can I withdraw from my GCrypto Trading Wallet?](#)
- [I topped up my GCrypto wallet but it has not been reflected yet. What do I do?](#)
- [What are the GCrypto Networks and Fees I need to know about?](#)

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- [How can I withdraw from my GCrypto Trading Wallet?](#)
- [How much are the transaction limits for the GCrypto Trading Wallet?](#)
- [What is the GCrypto Trading Wallet?](#)
- [How can I top up my GCrypto Trading Wallet?](#)

31303981320473

Source: <https://help.gcash.com/hc/en-us/articles/31303981320473-How-much-are-the-transaction-limits-for-the-GCrypto-Trading-Wallet>

How much can I borrow with GCredit {#how-much-can-i-borrow-with-gcredit}

Path: articles/31112186199449-How-much-can-I-borrow-with-GCredit

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- [How much can I borrow with GCredit?](#)
- [Can I apply for GCredit?](#)
- [What are the interest rates in GCredit?](#)
- [How can I use GCredit to pay?](#)
- [How can I increase my GCredit limit?](#)

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- [How do I send money to another GCash account?](#)

GCredit gives users a **credit line of up to PHP 50,000** to make purchases online or in-store, in GLife, in GInsure, or pay bills even without enough GCash balance. Interest rates vary based on the user's GCash activity and payment history. Interest charges apply the day after the purchase.

Here are a few things to know about GCredit:

- No processing fees
- No extra requirements (unless requested by CIMB)
- With interest upon repayment
- Powered by CIMB Bank

Note:

You can keep using your credit line if your payments are on time.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Can I apply for GCredit?](#)
- [What are the interest rates in GCredit?](#)
- [How can I use GCredit to pay?](#)

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Can I apply for GCredit?

- [How much can I borrow with GCredit?](#)
- [Can I apply for GCredit?](#)
- [What are the interest rates in GCredit?](#)
- [How can I use GCredit to pay?](#)
- [How can I increase my GCredit limit?](#)

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How much can I borrow with GGives {#how-much-can-i-borrow-with-ggives}

Path: articles/4404775298329-How-much-can-I-borrow-with-GGives

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- [How can I use GGives to pay?](#)
- [How can I increase my GGives limit?](#)

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- [How do I send money to another GCash account?](#)

GGives is a loan product offered by GCash that allows you to make purchases and pay for them in installments.

1. **Loanable Amount:** You can borrow between **PHP 1,000 and PHP 125,000.**
2. **Payment Terms:** The repayment period can range from **2 to 24 months**, depending on the loan amount and your offer.
3. **No. of Loans:** You may qualify for up to 5 active loans at a time, depending on your eligibility and the offers available to you.

Note:

Getting a new GGives loan after paying off the last one will depend on an eligibility check. Paying off the previous loan **does not guarantee** that you can loan again with GGives.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Can I apply for GGives?](#)
- [What are the GGives fees I need to know about?](#)
- [How can I use GGives to pay?](#)

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[What are the GGives fees I need to know about?](#)

- [Can I apply for GGives?](#)
- [How much can I borrow with GGives?](#)
- [What are the GGives fees I need to know about?](#)
- [How can I use GGives to pay?](#)
- [How can I increase my GGives limit?](#)

4404775298329

Source: <https://help.gcash.com/hc/en-us/articles/4404775298329-How-much-can-I-borrow-with-GGives>

How much can I borrow with GLoan {#how-much-can-i-borrow-with-gloan}

Path: articles/900005986946-How-much-can-I-borrow-with-GLoan

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- [How much can I borrow with GLoan?](#)
- [Can I apply for a GLoan?](#)
- [What are the GLoan fees I need to know about?](#)
- [Why is my next GLoan offer smaller than the last one?](#)

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- [How do I send money to another GCash account?](#)

The amount you can borrow with GLoan depends on your eligibility and account standing. Here are important details about GLoan:

- 1. Loanable Amount:** You can borrow between **PHP 1,000 and PHP 125,000.**
- 2. Payment Terms:** The repayment period can range from **1 to 24 months**, depending on the loan amount and your eligibility.

Note: Getting a new GLoan after finishing the last one will depend on an eligibility check. Paying off the previous loan doesn't guarantee your next loan approval.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the GLoan fees I need to know about?](#)
- [Why is my next GLoan offer smaller than the last one?](#)
- [Who is the lender of my GLoan?](#)
- [When do I pay for my GLoan?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/900005986946-How-much-can-I-borrow-with-GLoan>

How much is the transaction fee for my bills payment in GCash {#how-much-is-the-transaction-fee-for-my-bills-payment-in-gcash}

Path: articles/30283568397849-How-much-is-the-transaction-fee-for-my-bills-payment-in-GCash

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- [I can't pay bills using GCash. What do I do?](#)
- [I did not receive my top-up after using Bills. What do I do?](#)
- [My GCash bill payment was not posted or confirmed by the biller. What do I do?](#)
- [I was charged multiple times for my bills payment. What do I do?](#)
- [I entered the wrong details when paying my bills with GCash. What do I do?](#)
- [My GCash bills payment failed. What do I do?](#)
- [How much is the transaction fee for my bills payment in GCash?](#)
- [I can't save scheduled bills or favorite billers. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

When paying certain billers, transaction fees may apply. Fees and posting of your payment may differ depending on the biller. You may view the full [list of Partner Billers here.](#)

Here are some common billers with their corresponding transaction fees:

||| --- | --- || **Biller** | **Transaction/Service Fees** || Meralco, Manila Water, Maynilad |
PHP 0 || Autosweep RFID | PHP 10 || Easytrip RFID | PHP 12 |

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I did not receive bills payment confirmation. What do I do?](#)
- [I entered the wrong details when paying my bills with GCash. What do I do?](#)
- [I was charged multiple times for my bills payment. What do I do?](#)
- [I can't make a payment for my bills. What do I do?](#)
- [How do I pay my bills using GCash?](#)

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I can't save scheduled bills or favorite billers. What do I do?

- [I can't pay bills using GCash. What do I do?](#)
- [I did not receive my top-up after using Bills. What do I do?](#)
- [My GCash bill payment was not posted or confirmed by the biller. What do I do?](#)
- [I was charged multiple times for my bills payment. What do I do?](#)
- [I entered the wrong details when paying my bills with GCash. What do I do?](#)
- [My GCash bills payment failed. What do I do?](#)
- [How much is the transaction fee for my bills payment in GCash?](#)
- [I can't save scheduled bills or favorite billers. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30283568397849-How-much-is-the-transaction-fee-for-my-bills-payment-in-GCash>

How to activate and turn on location services on GCash

{#how-to-activate-and-turn-on-location-services-on-gcash}

Path: articles/18446011153433-How-to-activate-and-turn-on-location-services-on-GCash

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [I did not receive my OTP for my GCash transaction/login](#)
- [How to activate and turn on location services on GCash](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Activating your location services **allows GCash to provide relevant deals, alerts, and promotions near you.**

To activate your location services, here's what you can do:

For iOS users

1. On your phone, go to **Settings**

2. Tap **GCash**
3. Tap **Location**
4. Select **Always** on Allow Location Access

For Android users

1. On your phone, go to **Settings**
2. Tap **Location**
3. Set your device's location to **On**
4. Scroll down and tap **GCash**
5. Set access to **Allowed all the time**

Note:

Note: GCash takes privacy and data collection seriously. Your location data is used only to provide you with relevant and personalized services. Rest assured that your location data is safe with GCash.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How to troubleshoot GCash app issues](#)
- [I can't log in to my GCash account. What do I do?](#)
- [I can't create or register for a GCash account. What do I do?](#)

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I did not receive my OTP for my GCash transaction/login

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- [I did not receive my OTP for my GCash transaction/login](#)
- [How to activate and turn on location services on GCash](#)

18446011153433

Source: <https://help.gcash.com/hc/en-us/articles/18446011153433-How-to-activate-and-turn-on-location-services-on-GCash>

How to cash out {#how-to-cash-out}

Path: sections/23731033446169-How-to-cash-out

ADVISORY:

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[How do I cash out from GCash Partner Outlets?](#)

How do I cash out using RCBC Scan to Withdraw?

Source: <https://help.gcash.com/hc/en-us/sections/23731033446169-How-to-cash-out>

How to get help or submit a ticket in GCash {#how-to-get-help-or-submit-a-ticket-in-gcash}

Path: articles/28161617605145-How-to-get-help-or-submit-a-ticket-in-GCash

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Articles in this section

- [How to get help or submit a ticket in GCash](#)
- [How can I follow up on my GCash ticket?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you need help with a GCash problem, here are ways you can quickly find answers, follow guides, or get support.

1. Search for Your Problem

To find what you need fast, use the search bar. Type the GCash product name plus 2–5 keywords about your issue.

Examples:

- GSav account update
- Send Money not received
- GLoan application pending
- GCash Card where to get
- GCash Bank Transfer failed

This will help you see the answers that match your problem.

2. Browse Products & Services

If you want to explore different options:

- **Go to the Products & Services section:** Scroll through the list and pick the product that's related to your issue.
- **Check out Self-Help Guides:** Click on articles that explain what to do step-by-step.

3. Submit a Ticket

If you still need help, find the article about your concern or issue and follow the steps to submit a ticket.

If you already submitted a ticket you can check the status via the GCash Help Center or Gigi.

4. Chat with Gigi

For quick help, visit the GCash [Contact Us page](#) and click **Chat with Gigi** to get instant information or connect with a support agent.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I follow up on my GCash ticket?](#)
- [How to troubleshoot GCash app issues](#)

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How can I follow up on my GCash ticket?

- [How to get help or submit a ticket in GCash](#)
- [How can I follow up on my GCash ticket?](#)

28161617605145

Source: <https://help.gcash.com/hc/en-us/articles/28161617605145-How-to-get-help-or-submit-a-ticket-in-GCash>

How to pay your SPay Later dues with GCash {#how-to-pay-your-spay-later-dues-with-gcash}

Path: articles/45587938573209-How-to-pay-your-SPay-Later-dues-with-GCash

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Articles in this section

- [I want a refund for my online payment or subscription using my GCash account. Where can I get it?](#)
- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)
- [I entered incorrect details in my GCash online payment or subscription. What should I do?](#)
- [How can I pay online using GCash?](#)
- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
- [How do I unlink and link GCash to Grab as my payment method?](#)
- [How do I cancel my subscription or unlink my GCash account to a merchant?](#)
- [I cannot proceed with my online subscription or GCash payment. What should I do?](#)
- [My GCash account was charged for an online payment or subscription I don't recognize. What should I do?](#)
- [My online subscription or GCash payment did not reflect. What should I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Settle your SPay Later dues easily and conveniently with GCash. Enjoy real-time posting, a seamless experience, and fewer steps compared to other payment methods.

Learn how to pay your SPay Later dues with GCash below.

1. On the Shopee App, tap **Me > SPay Later**
2. Select **Pay Bill > Pay Now**
3. Tap **Please select**
4. Select **Payment Center / E-Wallet** as your payment method and choose GCash among the dropdown choices. Tap **Confirm**
6. GCash will now be highlighted as your Payment Method. Tap **Pay Now > Pay**
7. Enter your GCash mobile number and tap **Next**
8. Wait for the SMS and enter the One-Time-Password (OTP). Tap **Next**
9. Review your transaction amount and tap **Pay**

You will be led to a page that confirms your successful payment for SPayLater.

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- [I want a refund for my online payment or subscription using my GCash account. Where can I get it?](#)
- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)
- [I entered incorrect details in my GCash online payment or subscription. What should I do?](#)
- [How can I pay online using GCash?](#)
- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
- [How do I unlink and link GCash to Grab as my payment method?](#)
- [How do I cancel my subscription or unlink my GCash account to a merchant?](#)
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- [My GCash account was charged for an online payment or subscription I don't recognize. What should I do?](#)
- [My online subscription or GCash payment did not reflect. What should I do?](#)
- [How to pay your SPay Later dues with GCash](#)

45587938573209

Source: <https://help.gcash.com/hc/en-us/articles/45587938573209-How-to-pay-your-SPay-Later-dues-with-GCash>

How to set up GCash Biometrics Login {#how-to-set-up-gcash-biometrics-login}

Path: articles/4413281262105-How-to-set-up-GCash-Biometrics-Login

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

You can set up **GCash Biometrics Login** for quick and secure login using your fingerprint or face. This adds extra security to your account.

How to Enable Biometrics Login

1. On your GCash app, tap **Settings > Biometrics Login**.
2. Select **Enable Biometrics Login**.
3. Enter the 6-digit code sent to your GCash number.
4. You will then see a successful activation message for your Biometrics Login.

Note:

If Biometrics Login fails three times, you'll need to use your MPIN. Biometrics Login will be disabled if you reset your MPIN.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [GCash DoubleSafe](#)
- [Device Security](#)
- [The selfie scan in GCash is not working. What do I do?](#)
- [I can't log in to my GCash account. What do I do?](#)

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- [Someone is trying to register a new phone on my account. What do I do?](#)

- [Ano ang GCash DoubleSafe?](#)
- [What is GCash DoubleSafe?](#)
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4413281262105

Source: <https://help.gcash.com/hc/en-us/articles/4413281262105-How-to-set-up-GCash-Biometrics-Login>

How to set up GCash account security questions {#how-to-set-up-gcash-account-security-questions}

Path: articles/38910564915865-How-to-set-up-GCash-account-security-questions

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- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
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You can set up security questions in GCash to help reset your MPIN. Choose five questions and provide your answers for extra security. Make sure to remember your answers, as you can't change any of the questions once they are set.

1. On your GCash homepage, tap **Profile > Settings**
2. Tap **Account Authentication > Security Questions > Next**
3. Select 5 Security Questions and input your answers. Tap **Confirm**
4. Review your answers and tap **Confirm**

You'll be led to a page that confirms the activation of your security questions.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How to set up GCash Biometrics Login](#)
- [GCash DoubleSafe](#)
- [I can't log in to my GCash account. What do I do?](#)

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My front camera is broken. How can I use GCash?

- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
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38910564915865

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How to troubleshoot GCash app issues {#how-to-troubleshoot-gcash-app-issues}

Path: articles/38910877046937-How-to-troubleshoot-GCash-app-issues

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- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you encounter problems or if something went wrong while using the GCash app, try any of the following troubleshooting steps:

Update Your GCash App to the Latest Version

An outdated app can cause problems and block access to the latest GCash features and security updates. Check the Play Store (Android), App Store (iOS), App Gallery (Huawei) for updates.

Enable Auto-Update for Future Updates:

To make sure your GCash app is always up to date, follow these steps:

Android/Huawei:

1. Go to the **Play Store** and tap **Settings** from the sidebar menu.
2. Select **Auto-update apps** and choose your preferred option:
 - **Over any network** to update apps using either WiFi or mobile data.
 - **Over WiFi only** to update apps when connected to WiFi.
3. Tap **Done**.

iPhone:

1. Go to your device **Settings**, then tap **App Store**.
2. Toggle **App Updates** under **Automatic Downloads**.

Change Your Network Connection

If you encounter a network connection error, you can try the following to resolve your GCash app issue. Follow these steps:

1. Force close the GCash app in your list of opened apps.
2. Switch on **Airplane mode** for 30 seconds, then turn it off.
3. Connect to a different WiFi network or switch your network connection.
 - If you're using WiFi, switch to mobile data, or if you're on mobile data, switch to WiFi.
4. Try reopening the GCash app.

Switch Your Mobile Number

Follow these steps to switch to another mobile number in the GCash app:

1. Open the GCash app and tap the **↔ button** (the arrows beside your mobile number).
2. Tap **Proceed to switch accounts**.
3. Enter your GCash number and log in using your MPIN or biometrics.

Force Close and Restart the GCash App

Depending on your device, here's how you can force close and restart the GCash app:

Android:

1. Tap the **Recent apps button**.
2. Look for GCash and swipe it to the side until it disappears to close the app.

iPhone:

1. Double-press the **Home button** or swipe up on your home screen.
2. Look for the GCash screen and swipe up until it disappears to close the app.

Clear App Cache (Android Only)

For Android users, clearing the app cache can help resolve issues. Here's how:

1. Go to **Settings**, then go to your **App Manager**.
2. Tap **GCash > Internal Storage**.
3. Tap **Clear Cache**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't log in to my GCash account. What do I do?](#)
- [I did not receive my OTP for my GCash transaction/login](#)
- [I forgot my GCash MPIN](#)

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- [How to set up GCash account security questions](#)
- [My front camera is broken. How can I use GCash?](#)
- [The selfie scan in GCash is not working. What do I do?](#)
- [Someone is trying to register a new phone on my account. What do I do?](#)
- [Ano ang GCash DoubleSafe?](#)
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38910877046937

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How to use GCash Overseas {#how-to-use-gcash-overseas}

Path: articles/900005342766-How-to-use-GCash-Overseas

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- [What are the steps to get a Fully Verified GCash account?](#)
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You can use GCash overseas as long as you're a **Filipino citizen either using a Philippine-issued or Non Philippine-issued SIM**.

If you have a fully verified account using a Philippine-issued SIM, you may access all GCash features and services. If you're using a Non-Philippine-issued SIM, learn how you can use GCash while in another country below:

Requirements

You are eligible to open a GCash Overseas account if you are:

- 18 years old and above
- A Fully Verified GCash user
- An overseas Filipino citizen with a valid PH government-issued ID (preferably: Passport, Driver's License, UMID)
- Residing where GCash is made available
- An owner of a valid international mobile number where your GCash is available

Note: Please make sure your international mobile number is active and has access to receive an OTP. Data charges may apply.

Register to GCash Overseas

1. Download the GCash App via the Playstore/ App Store.
2. Launch the GCash app, choose your country of residence and key in the int'l mobile number. **The country code must match the registrant's location of residence.**
3. Key in the 6-digit OTP for number verification.
4. **The required fields for personal details must be filled out. Only Filipinos are allowed to sign up at this time.**
5. Once details are confirmed, applicants are to select Continue.
6. A 4-digit MPIN will be confirmed prior to submitting.
7. Once registration is successful, a confirmation pop-up screen will be displayed and users are to select Proceed to Login.

Countries available for GCash Overseas

Below is the list of countries where GCash Overseas is available:

- Australia
- Canada
- Germany
- Hong Kong
- Italy
- Japan
- Kingdom of Saudi Arabia
- Kuwait
- Qatar
- Singapore
- South Korea
- Spain
- Taiwan
- United Arab Emirates
- United Kingdom

- United States

List of available GCash Overseas services

- Send Money (Only available for sending to PH GCash Users)
- PH Bank Transfer via Instapay Send
- Load
- Pay Bills
- Cash in via Payoneer
- Cash in via International Remittance Partners

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900005342766

Source: <https://help.gcash.com/hc/en-us/articles/900005342766-How-to-use-GCash-Overseas>

I accidentally transferred from my GCash to the wrong bank account What do I do {#i-accidentally-transferred-from-my-gcash-to-the-wrong-bank-account-what-do-i-do}

Path: articles/30245311794969-I-accidentally-transferred-from-my-GCash-to-the-wrong-bank-account-What-do-I-do

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- Someone transferred to my bank using their GCash, but I didn't receive it
- I transferred money from my GCash account to a bank or another e-wallet, but it was not received. What do I do?
- I accidentally transferred from my GCash to the wrong bank account. What do I do?
- I can't transfer money to another bank using GCash. What do I do?

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

Unfortunately, GCash **cannot reverse or cancel** the “erroneous” Bank Transfer (GCash to Bank) transactions made by the sender, as stated in our [Terms & Conditions. Steps you can take to try to retrieve your funds:](#)

1. **Contact the receiving bank:** Give the bank details like the transaction date, amount, your account info, and the intended account number.
2. **Provide documentation:** Share any transaction records, like receipts or confirmation messages from GCash, to support your request.

Tips sending money:

1. Double-check the recipient’s mobile number/account number and name before you confirm the transaction.
2. Use our **Scan/Upload Bank QR** feature to scan your recipient’s unique QR code.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [My GSav withdrawal or deposit has not been reflected.](#)
- [I sent money to the wrong GCash account or number via Express Send. What should I do?](#)
- [I think I was scammed. What do I do?](#)
- [Someone transferred to my bank using their GCash, but I didn’t receive it.](#)
- [I can’t transfer money to another bank using GCash. What do I do?](#)
- [I transferred money from my GCash account to a bank or other e-wallet, but it was not received. What do I do?](#)

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I already paid my GCredit but it's not reflecting yet What should I do {#i-already-paid-my-gcredit-but-it-s-not-reflecting-yet-what-should-i-do}

Path: articles/39853566378265-I-already-paid-my-GCredit-but-it-s-not-reflecting-yet-What-should-I-do

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- [I was charged a penalty or additional fee even though I paid my GCredit on time. What do I do?](#)
- [I have a concern with GCredit's partner collection agencies. What should I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

If you've paid your GCredit but it hasn't been updated in your account yet, check the payment processing times based on your payment method:

- **Pay Bills:** 3 business days
- **GCredit dashboard:** Instant confirmation
- **Payment partners:** 1 business day

If the processing time has passed and your payment still hasn't reflected, please [click here to ask for help](#). Make sure you input your GCash-registered email to receive updates. A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Why am I not qualified for GCredit?](#)
- [I was charged multiple times for one GCredit payment. What do I do?](#)
- [I can't make a payment for my GCredit account. What do I do?](#)

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- [I was charged a penalty or additional fee even though I paid my GCredit on time. What do I do?](#)
- [I have a concern with GCredit's partner collection agencies. What should I do?](#)

39853566378265

Source: <https://help.gcash.com/hc/en-us/articles/39853566378265-I-already-paid-my-GCredit-but-it-s-not-reflecting-yet-What-should-I-do>

I already paid my GGives but it s not reflecting yet What should I do {#i-already-paid-my-ggives-but-it-s-not-reflecting-yet-what-should-i-do}

Path: articles/39855043000857-I-already-paid-my-GGives-but-it-s-not-reflecting-yet-What-should-I-do

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- [I was charged multiple times for one GGives payment. What do I do?](#)
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- [I have a concern with GGives' partner collection agencies. What should I do?](#)

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If you've paid your GGives but it hasn't been updated in your account, here's what you can do:

1. Open your GCash app and go to **Borrow > GGives**
2. Tap on your loan account
3. Check your GGives payment page for any issues with your account

The payment processing time depends on how you paid:

- **Pay Bills:** 3 business days
- **GGives dashboard:** Instant confirmation
- **Payment partners:** 1 business day

If the payment hasn't been reflected after the processing time, [click here to ask for help.](#) A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Why am I not qualified for GGives?](#)
- [I still haven't received my GGives interest cashback after 14 days. What should I do?](#)
- [I was charged multiple times for one GGives payment. What do I do?](#)

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I am encountering an error in applying for GGives. What do I do?

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I can't make a payment for my GGives account. What do I do?

- [Why am I not qualified for GGives?](#)
- [I am encountering an error in applying for GGives. What do I do?](#)
- [I already paid my GGives but it's not reflecting yet. What should I do?](#)
- [I can't make a payment for my GGives account. What do I do?](#)
- [I was charged multiple times for one GGives payment. What do I do?](#)
- [I still haven't received my GGives interest cashback after 14 days. What should I do?](#)
- [I was charged a penalty or additional fee even though I paid my GGives on time. What do I do?](#)
- [I have a concern with GGives' partner collection agencies. What should I do?](#)

39855043000857

Source: <https://help.gcash.com/hc/en-us/articles/39855043000857-I-already-paid-my-GGives-but-it-s-not-reflecting-yet-What-should-I-do>

I already paid my GLoan but it's not reflecting yet What should I do {#i-already-paid-my-gloan-but-it-s-not-reflecting-yet-what-should-i-do}

Path: articles/39050656544409-I-already-paid-my-GLoan-but-it-s-not-reflecting-yet-What-should-I-do

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [Why am I not eligible for GLoan?](#)
- [I am encountering an error in applying for GLoan. What do I do?](#)
- [I can't make a payment for my GLoan account. What do I do?](#)
- [I was charged multiple times for one GLoan payment. What do I do?](#)
- [I still haven't received my GLoan interest cashback after 14 days. What should I do?](#)
- [I was charged a penalty or additional fee even though I paid my GLoan on time. What do I do?](#)
- [I already paid my GLoan but it's not reflecting yet. What should I do?](#)
- [I have a concern with GLoan's partner collection agencies. What should I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you've paid your GLoan but it hasn't been updated in your account, here's what you can do:

1. Open your GCash app and go to **Borrow > GLoan**.
2. Tap on your loan account.
3. Check your GLoan dashboard for any issues with your account.
4. You can also check your GCash transaction history if the payment was successful

Please be reminded that the payment processing time depends on how you paid:

- **Pay Bills:** 3 business days
- **GLoan dashboard:** Instant confirmation
- **Payment partners:** 1 business day

If your payment was successful and the processing time has passed but it's still not reflecting, please [click here to ask for help](#). A customer service representative will contact you within **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't make a payment for my GLoan account. What do I do?](#)
- [I still haven't received my GLoan interest cashback after 14 days. What should I do?](#)
- [I was charged multiple times for one GLoan payment. What do I do?](#)
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- [I still haven't received my GLoan interest cashback after 14 days. What should I do?](#)
- [I was charged a penalty or additional fee even though I paid my GLoan on time. What do I do?](#)
- [I already paid my GLoan but it's not reflecting yet. What should I do?](#)
- [I have a concern with GLoan's partner collection agencies. What should I do?](#)

39050656544409

Source: <https://help.gcash.com/hc/en-us/articles/39050656544409-I-already-paid-my-GLoan-but-it-s-not-reflecting-yet-What-should-I-do>

I am encountering an error in applying for GCredit What do I do {#i-am-encountering-an-error-in-applying-for-gcredit-what-do-i-do}

Path: articles/39853013888793-I-am-encountering-an-error-in-applying-for-GCredit-What-do-I-do

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [I am encountering an error in applying for GCredit. What do I do?](#)

- [Why am I not qualified for GCredit?](#)
- [I already paid my GCredit but it's not reflecting yet. What should I do?](#)
- [I was charged multiple times for one GCredit payment. What do I do?](#)
- [I can't make a payment for my GCredit account. What do I do?](#)
- [I was charged a penalty or additional fee even though I paid my GCredit on time. What do I do?](#)
- [I have a concern with GCredit's partner collection agencies. What should I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you are eligible for GCredit, but encountered any error during application, check the following reasons:

Technical Issues: If you encounter a technical error during the application process, such as issues with entering the OTP (One-Time Password), ensure that your account details are correct and up-to-date.

System Maintenance or Errors: If you see a "Something went wrong" or "System Maintenance" error, it may be due to system downtime. Check the GCash Help Center to get an update on when the system will be back up.

If you still encounter the "Something went wrong" error, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Why am I not qualified for GCredit?](#)
- [I already paid my GCredit but it's not reflecting yet. What should I do?](#)
- [I was charged multiple times for one GCredit payment. What do I do?](#)

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- [I already paid my GCredit but it's not reflecting yet. What should I do?](#)
- [I was charged multiple times for one GCredit payment. What do I do?](#)
- [I can't make a payment for my GCredit account. What do I do?](#)
- [I was charged a penalty or additional fee even though I paid my GCredit on time. What do I do?](#)
- [I have a concern with GCredit's partner collection agencies. What should I do?](#)

39853013888793

Source: <https://help.gcash.com/hc/en-us/articles/39853013888793-I-am-encountering-an-error-in-applying-for-GCredit-What-do-I-do>

I am encountering an error in applying for GGives What do I do {#i-am-encountering-an-error-in-applying-for-ggives-what-do-i-do}

Path: articles/39854502466841-I-am-encountering-an-error-in-applying-for-GGives-What-do-I-do

ADVISORY:

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Articles in this section

- [Why am I not qualified for GGives?](#)
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- [I already paid my GGives but it's not reflecting yet. What should I do?](#)
- [I can't make a payment for my GGives account. What do I do?](#)
- [I was charged multiple times for one GGives payment. What do I do?](#)
- [I still haven't received my GGives interest cashback after 14 days. What should I do?](#)
- [I was charged a penalty or additional fee even though I paid my GGives on time. What do I do?](#)
- [I have a concern with GGives' partner collection agencies. What should I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you are eligible for GGives, but encountered any error during application, check the following reasons:

Technical Issues: If you encounter a technical error during the application process, such as issues with entering the OTP (One-Time Password), ensure that your account details are correct and up-to-date.

System Maintenance or Errors: If you see a "Something went wrong" or "System Maintenance" error, it may be due to system downtime.

If you still encounter the "Something went wrong" error, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Why am I not qualified for GGives?](#)
- [I already paid my GGives but it's not reflecting yet. What should I do?](#)
- [I still haven't received my GGives interest cashback after 14 days. What should I do?](#)

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- [Why am I not qualified for GGives?](#)
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- [I can't make a payment for my GGives account. What do I do?](#)
- [I was charged multiple times for one GGives payment. What do I do?](#)
- [I still haven't received my GGives interest cashback after 14 days. What should I do?](#)
- [I was charged a penalty or additional fee even though I paid my GGives on time. What do I do?](#)
- [I have a concern with GGives' partner collection agencies. What should I do?](#)

39854502466841

Source: <https://help.gcash.com/hc/en-us/articles/39854502466841-I-am-encountering-an-error-in-applying-for-GGives-What-do-I-do>

I am encountering an error in applying for GLoan What do I do {#i-am-encountering-an-error-in-applying-for-gloan-what-do-i-do}

Path: articles/39387977291929-I-am-encountering-an-error-in-applying-for-GLoan-What-do-I-do

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [Why am I not eligible for GLoan?](#)
- [I am encountering an error in applying for GLoan. What do I do?](#)
- [I can't make a payment for my GLoan account. What do I do?](#)
- [I was charged multiple times for one GLoan payment. What do I do?](#)

- [I still haven't received my GLoan interest cashback after 14 days. What should I do?](#)
- [I was charged a penalty or additional fee even though I paid my GLoan on time. What do I do?](#)
- [I already paid my GLoan but it's not reflecting yet. What should I do?](#)
- [I have a concern with GLoan's partner collection agencies. What should I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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If you are eligible for GLoan, but encountered any error during application, check the following reasons:

An Outstanding GLoan Balance: If you still have unpaid dues from a previous GLoan, you can't apply for a new one. Pay off your balance first to qualify for another GLoan.

System Maintenance or Errors: If you see a "Something went wrong" or "System Maintenance" error prompt, please try again after a few minutes.

If you still can't apply for GLoan, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Why am I not eligible for GLoan?](#)
- [Can I apply for a GLoan?](#)
- [What are the GLoan fees I need to know about?](#)
- [How much can I borrow with GLoan?](#)

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- [I was charged multiple times for one GLoan payment. What do I do?](#)
- [I still haven't received my GLoan interest cashback after 14 days. What should I do?](#)
- [I was charged a penalty or additional fee even though I paid my GLoan on time. What do I do?](#)
- [I already paid my GLoan but it's not reflecting yet. What should I do?](#)
- [I have a concern with GLoan's partner collection agencies. What should I do?](#)

39387977291929

Source: <https://help.gcash.com/hc/en-us/articles/39387977291929-I-am-encountering-an-error-in-applying-for-GLoan-What-do-I-do>

I bought load on GCash but entered the wrong number or details What do I do {#i-bought-load-on-gcash-but-entered-the-wrong-number-or-details-what-do-i-do}

Path: articles/30281882432281-I-bought-load-on-GCash-but-entered-the-wrong-number-or-details-What-do-I-do

ADVISORY:

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Articles in this section

- [I can't buy load using GCash. What do I do?](#)
- [I didn't receive my telco or non-telco load. What do I do?](#)
- [I bought load on GCash but entered the wrong number or details. What do I do?](#)
- [I received the wrong or incomplete load credit. What do I do?](#)
- [I was charged multiple times when I bought load on GCash. What do I do?](#)
- [The E-PIN I bought from GCash was invalid. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

In case you have purchased the wrong load amount or sent the load to the wrong number, **you won't be able to change it or get a refund**.

If you select a telco and put the wrong mobile number, you will get an auto-refund in real-time.

Tips before buying load

- Double-check all the details before confirming your purchase
- If your recipient is in your phone's contacts, tap the phonebook icon on the Buy Load page

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the telco load convenience fees in GCash?](#)

- [I can't buy load using GCash. What do I do?](#)
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- [I received the wrong or incomplete load credit. What do I do?](#)
- [I was charged multiple times when I bought load on GCash. What do I do?](#)
- [The E-PIN I bought from GCash was invalid. What do I do?](#)

30281882432281

Source: <https://help.gcash.com/hc/en-us/articles/30281882432281-I-bought-load-on-GCash-but-entered-the-wrong-number-or-details-What-do-I-do>

I can't access my GCrypto account What do I do {#i-can-t-access-my-gcrypto-account-what-do-i-do}

Path: articles/31309514462873-I-can-t-access-my-GCrypto-account-What-do-I-do

ADVISORY:

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Articles in this section

- [My crypto transaction has not been reflected in my GCrypto Wallet. What do I do?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
- [I topped up my GCrypto wallet but it has not been reflected yet. What do I do?](#)
- [I can't access my GCrypto account. What do I do?](#)
- [I can't buy/sell on GCrypto. What do I do?](#)
- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [I can't open an account in GCrypto. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you can't open your GCrypto account in the GCash app, check out the possible reasons below and what you can do to troubleshoot it:

1. **System timeouts or scheduled/unscheduled maintenance:** Our partner may be having scheduled maintenance/downtime. Please wait a few hours and try again. In the meantime, you can try these [troubleshooting steps for common app issues](#).
2. **Update your account information:** Follow the instructions to update your details. This may include submitting additional documents or verifying your information on the GCash app.

If you still can't access GCrypto after trying these steps, [click here to ask for help](#). A customer service representative will contact you in **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't buy/sell on GCrypto. What do I do?](#)
- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [I can't open an account in GCrypto. What do I do?](#)

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I topped up my GCrypto wallet but it has not been reflected yet. What do I do?

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I can't buy/sell on GCrypto. What do I do?

- [My crypto transaction has not been reflected in my GCrypto Wallet. What do I do?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
- [I topped up my GCrypto wallet but it has not been reflected yet. What do I do?](#)
- [I can't access my GCrypto account. What do I do?](#)
- [I can't buy/sell on GCrypto. What do I do?](#)
- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [I can't open an account in GCrypto. What do I do?](#)

31309514462873

Source: <https://help.gcash.com/hc/en-us/articles/31309514462873-I-can-t-access-my-GCrypto-account-What-do-I-do>

I can't access my GFunds account What do I do {#i-can-t-access-my-gfunds-account-what-do-i-do}

Path: articles/30845136114201-I-can-t-access-my-GFunds-account-What-do-I-do

ADVISORY:

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Articles in this section

- [My Sell Order has not been reflected in my GFunds account. What do I do?](#)
- [I can't buy or sell funds in GFunds. What do I do?](#)
- [I can't open a GFunds account. What do I do?](#)
- [I can't access my GFunds account. What do I do?](#)
- [Why am I not qualified for GFunds?](#)
- [My Buy Order has not been reflected in my GFunds account. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you can't access your GFunds account, it may be due to:

Technical Issues: If you encounter a technical error during the application process, such as issues with entering the OTP (One-Time Password), ensure that your account details are correct and up-to-date.

System Maintenance or Errors: If you see a "Something went wrong" or "System Maintenance" error, it may be due to system downtime. To learn how to troubleshoot common issues with the GCash app, [click here](#).

If you're still unable to access your GFunds account, [click here to ask for help](#) and a customer representative will be in touch in **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't buy or sell in GFunds. What do I do?](#)
- [How do I track my pending Buy and Sell orders in GFunds?](#)
- [When will I receive my GFunds Buy or Sell orders?](#)
- [I can't open a GFunds account. What do I do?](#)

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Why am I not qualified for GFunds?

- [My Sell Order has not been reflected in my GFunds account. What do I do?](#)

- [I can't buy or sell funds in GFunds. What do I do?](#)
- [I can't open a GFunds account. What do I do?](#)
- [I can't access my GFunds account. What do I do?](#)
- [Why am I not qualified for GFunds?](#)
- [My Buy Order has not been reflected in my GFunds account. What do I do?](#)

30845136114201

Source: <https://help.gcash.com/hc/en-us/articles/30845136114201-I-can-t-access-my-GFunds-account-What-do-I-do>

I can't access my GStocks PH account What do I do {#i-can-t-access-my-gstocks-ph-account-what-do-i-do}

Path: articles/31219924239769-I-can-t-access-my-GStocks-PH-account-What-do-I-do

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?](#)
- [My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?](#)
- [I can't access my GStocks PH account. What do I do?](#)
- [I can't open an account in GStocks PH. What do I do?](#)
- [How can I follow up on my GStocks PH account?](#)
- [I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?](#)
- [I can't buy or sell in GStocks PH. What do I do?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)
- [My GStocks PH buy or sell order was rejected. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you encountered 'sign on failed' or a white screen when trying to buy/sell in GStocks PH, it can be due to the following:

- **Your GStocks PH account is currently inactive:** Just top up your trading wallet to start buying and selling stocks again.
- **Technical Issues:** If you encounter a technical error during the application process, such as issues with entering the OTP (One-Time Password), ensure that your account details are correct and up-to-date.

- **System Maintenance or Errors:** If you see a "Something went wrong" or "System Maintenance" error, it may be due to system downtime.
- **Your GStocks PH account has been closed:** - It has been dormant with no activity in cash and stock positions for **12 months**
 - The owner or surviving parties (if the owner has passed) have requested it
 - ABCSI has marked it for closure due to suspected fraudulent behavior

If you still can't access GStocks PH and you're encountering an error message, [click here to ask for help](#). A customer service representative will contact you in **1-2 business days**.

You may also email ABCSI at gcashcs@ABCapital.com.ph for more information about your account.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I topped up my GStocks PH Trading Wallet but it has not been reflected yet. What do I do?](#)
- [I can't buy or sell in GStocks PH. What do I do?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)
- [My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?](#)

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My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?

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I can't open an account in GStocks PH. What do I do?

- [I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?](#)
- [My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?](#)
- [I can't access my GStocks PH account. What do I do?](#)
- [I can't open an account in GStocks PH. What do I do?](#)
- [How can I follow up on my GStocks PH account?](#)
- [I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?](#)
- [I can't buy or sell in GStocks PH. What do I do?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)
- [My GStocks PH buy or sell order was rejected. What do I do?](#)

31219924239769

Source: <https://help.gcash.com/hc/en-us/articles/31219924239769-I-can-t-access-my-GStocks-PH-account-What-do-I-do>

I can't access or open GLife What do I do {#i-can-t-access-or-open-glife-what-do-i-do}

Path: articles/35429360839705-I-can-t-access-or-open-GLife-What-do-I-do

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [My GLife voucher is not working. What do I do?](#)
- [I withdrew money from a game in GLife, but it hasn't been reflected in my GCash wallet. What do I do?](#)
- [I deposited money into a game on GLife, but now I can't open it. What should I do?](#)
- [Quick Rewards by Hustle PH](#)
- [GCash Travel+](#)
- [What is GLife?](#)
- [I can't make a payment in GLife. What do I do?](#)
- [I can't access or open GLife. What do I do?](#)
- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you're having trouble accessing or opening GLife, it could be due to **unscheduled/scheduled system maintenance**.

The minimum age requirement to access and play games via GLife is **21 years old**.

If you still can't access or open GLife even if you are eligible, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't make a payment in GLife. What do I do?](#)
- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I can't log in to my GCash account. What do I do?](#)

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- [My GLife voucher is not working. What do I do?](#)
- [I withdrew money from a game in GLife, but it hasn't been reflected in my GCash wallet. What do I do?](#)
- [I deposited money into a game on GLife, but now I can't open it. What should I do?](#)
- [Quick Rewards by Hustle PH](#)
- [GCash Travel+](#)
- [What is GLife?](#)
- [I can't make a payment in GLife. What do I do?](#)
- [I can't access or open GLife. What do I do?](#)
- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)
- [What is Sharetreats in GLife?](#)

35429360839705

Source: <https://help.gcash.com/hc/en-us/articles/35429360839705-I-can-t-access-or-open-GLife-What-do-I-do>

I can't apply my GCash Card promo voucher when ordering a card What do I do {#i-can-t-apply-my-gcash-card-promo-voucher-when-ordering-a-card-what-do-i-do}

Path: articles/30287399237657-I-can-t-apply-my-GCash-Card-promo-voucher-when-ordering-a-card-What-do-I-do

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [I can't order a GCash Card. What do I do?](#)
- [My GCash Card has not been delivered yet after 10 days. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I want a refund for a purchase I made using my GCash Card](#)
- [I can't withdraw using my GCash Card. What do I do?](#)
- [My GCash Card got stuck in the ATM. What do I do?](#)
- [The ATM did not release any money after withdrawing using my GCash Card](#)
- [I can't link my GCash Card to my GCash account. What do I do?](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

The GCash Card promo voucher is available to selected users only. Eligible users will receive an SMS with the promo details. If you didn't get an SMS, you may not be eligible.

The voucher will be automatically applied on the payment page when ordering your GCash Card.

If you can't apply your GCash Card promo voucher, follow these steps:

1. **Review voucher details**— Double-check the voucher's terms and conditions, such as expiration date or usage limits.
2. **Check voucher status**— Make sure the voucher is still valid and hasn't been used.
3. **Troubleshoot GCash App**— Try these [troubleshooting steps](#), then try applying the voucher again.

If you still can't use your GCash Card promo voucher, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [How do I withdraw cash using my GCash VISA/Mastercard Card?](#)
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- [The ATM did not release any money after withdrawing using my GCash Card](#)
- [I can't link my GCash Card to my GCash account. What do I do?](#)
- [I can't deactivate my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card has been lost or stolen. What do I do?](#)
- [How do I transfer my linked GCash VISA/Mastercard Card to a new mobile number?](#)
- [I can't apply my GCash Card promo voucher when ordering a card. What do I do?](#)

30287399237657

Source: <https://help.gcash.com/hc/en-us/articles/30287399237657-I-can-t-apply-my-GCash-Card-promo-voucher-when-ordering-a-card-What-do-I-do>

I can't buy load using GCash What do I do {#i-can-t-buy-load-using-gcash-what-do-i-do}

Path: articles/30280703379353-I-can-t-buy-load-using-GCash-What-do-I-do

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [I can't buy load using GCash. What do I do?](#)
- [I didn't receive my telco or non-telco load. What do I do?](#)
- [I bought load on GCash but entered the wrong number or details. What do I do?](#)
- [I received the wrong or incomplete load credit. What do I do?](#)
- [I was charged multiple times when I bought load on GCash. What do I do?](#)
- [The E-PIN I bought from GCash was invalid. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you're having trouble buying load via the GCash app, it might be due to the following:

- **System Maintenance:** Check for any announcement on ongoing maintenance with GCash or its partners.
- **Network Signal:** Check if your internet connection is stable.
- **Insufficient Wallet Funds:** Check if your GCash wallet has enough money to cover the transaction and any additional fees.

To learn how to troubleshoot common issues with the GCash app, [click here](#).

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the telco load convenience fees in GCash?](#)
- [I didn't receive my telco or non-telco load. What do I do?](#)
- [I bought load on GCash but entered the wrong number or details. What do I do?](#)

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I didn't receive my telco or non-telco load. What do I do?

- [I can't buy load using GCash. What do I do?](#)
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- [I received the wrong or incomplete load credit. What do I do?](#)
- [I was charged multiple times when I bought load on GCash. What do I do?](#)
- [The E-PIN I bought from GCash was invalid. What do I do?](#)

30280703379353

Source: <https://help.gcash.com/hc/en-us/articles/30280703379353-I-can-t-buy-load-using-GCash-What-do-I-do>

I can't buy or sell funds in GFunds What do I do {#i-can-t-buy-or-sell-funds-in-gfunds-what-do-i-do}

Path: articles/35735707460505-I-can-t-buy-or-sell-funds-in-GFunds-What-do-I-do

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Articles in this section

- [My Sell Order has not been reflected in my GFunds account. What do I do?](#)
- [I can't buy or sell funds in GFunds. What do I do?](#)
- [I can't open a GFunds account. What do I do?](#)
- [I can't access my GFunds account. What do I do?](#)
- [Why am I not qualified for GFunds?](#)
- [My Buy Order has not been reflected in my GFunds account. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you can't make any buy or sell order in GFunds, it may be due to any of the following:

- **Your GCash Wallet balance is insufficient**
- **There is a minimum Buy order for the specific fund**

- **There is a scheduled system maintenance with GCash or its partner:** Check for any announcement on ongoing maintenance with GCash or its partners.
- **Your GCash app is not updated:** Download the latest version in the App Store or Google Play Store before trying again.

If you still can't buy or sell in GFunds, [click here to ask for help](#) and a customer representative will be in touch in **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't open a GFunds account. What do I do?](#)
- [My Sell Order has not been reflected in my GFunds account. What do I do?](#)
- [When will I receive my GFunds Buy or Sell orders?](#)

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My Sell Order has not been reflected in my GFunds account. What do I do?

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I can't open a GFunds account. What do I do?

- [My Sell Order has not been reflected in my GFunds account. What do I do?](#)
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- [Why am I not qualified for GFunds?](#)
- [My Buy Order has not been reflected in my GFunds account. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/35735707460505-I-can-t-buy-or-sell-funds-in-GFunds-What-do-I-do>

I can't buy or sell in GStocks PH What do I do {#i-can-t-buy-or-sell-in-gstocks-ph-what-do-i-do}

Path: articles/31223103981209-I-can-t-buy-or-sell-in-GStocks-PH-What-do-I-do

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Articles in this section

- [I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?](#)
- [My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?](#)
- [I can't access my GStocks PH account. What do I do?](#)
- [I can't open an account in GStocks PH. What do I do?](#)
- [How can I follow up on my GStocks PH account?](#)
- [I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?](#)
- [I can't buy or sell in GStocks PH. What do I do?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)
- [My GStocks PH buy or sell order was rejected. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you can't make any buy or sell order transactions in GStocks PH, it may be due to any of the following:

- **The minimum quantity of shares you need to buy was not met:** Make sure that the quantity of shares follows the required multiple of certain stocks.
- **Your order has not been reflected as it was made beyond the PSE trading hours:** The PSE trading hours are from **9:30 am to 12:00 pm and 1:00 pm to 2:45 pm** Philippine Standard Time (GMT+08:00), from Monday to Friday (excluding holidays)
- **Top-up limit was exceeded:** A Basic GStocks PH account has a maximum top-up limit of **PHP 50,000**, while a **Full GStocks PH account has no top-up limit.**
- **Your GStocks PH account was considered dormant:** It has been dormant with no activity and cash and stocks for 12 months
- **There is a scheduled system maintenance with GCash or its partner:** Check for any announcement on ongoing maintenance with GCash or its partners.

If you still can't make a buy or sell order in GStocks PH, [click here to ask for help.](#)

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I check the status of my GStocks PH order?](#)
- [What is the minimum quantity for a buy order in GStocks PH?](#)
- [I topped up my GStocks PH Trading Wallet but it has not been reflected yet. What do I do?](#)

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I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?

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My Buy Order has not been reflected in my GStocks PH account. What do I do?

- I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?
- My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?
- I can't access my GStocks PH account. What do I do?
- I can't open an account in GStocks PH. What do I do?
- How can I follow up on my GStocks PH account?
- I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?
- I can't buy or sell in GStocks PH. What do I do?
- My Buy Order has not been reflected in my GStocks PH account. What do I do?
- My GStocks PH buy or sell order was rejected. What do I do?

31223103981209

Source: <https://help.gcash.com/hc/en-us/articles/31223103981209-I-can-t-buy-or-sell-in-GStocks-PH-What-do-I-do>

I can't buy sell on GCrypto What do I do {#i-can-t-buy-sell-on-gcrypto-what-do-i-do}

Path: articles/31309437398041-I-can-t-buy-sell-on-GCrypto-What-do-I-do

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Articles in this section

- My crypto transaction has not been reflected in my GCrypto Wallet. What do I do?
- I can't send or receive crypto in GCrypto. What do I do?
- I topped up my GCrypto wallet but it has not been reflected yet. What do I do?
- I can't access my GCrypto account. What do I do?
- I can't buy/sell on GCrypto. What do I do?
- I didn't receive a verification code for my GCrypto order. What do I do?
- I can't open an account in GCrypto. What do I do?

Promoted articles

- What are the steps to get a Fully Verified GCash account?
- Accepted IDs for GCash Verification
- How do I send money to another GCash account?

If you're unable to buy or sell on GCrypto, it may be due to **system maintenance** affecting the availability of GCrypto services.

Your transactions are typically processed automatically and should be credited to or debited from your **GCash wallet** within **2 business days**.

If you need further assistance, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I buy crypto in GCrypto?](#)
- [How can I sell crypto in GCrypto?](#)
- [I can't access my GCrypto account. What do I do?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
- [How can I top up my GCrypto Trading Wallet?](#)

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I can't access my GCrypto account. What do I do?

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I didn't receive a verification code for my GCrypto order. What do I do?

- [My crypto transaction has not been reflected in my GCrypto Wallet. What do I do?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
- [I topped up my GCrypto wallet but it has not been reflected yet. What do I do?](#)
- [I can't access my GCrypto account. What do I do?](#)
- [I can't buy/sell on GCrypto. What do I do?](#)
- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [I can't open an account in GCrypto. What do I do?](#)

31309437398041

Source: <https://help.gcash.com/hc/en-us/articles/31309437398041-I-can-t-buy-sell-on-GCrypto-What-do-I-do>

I can't cash in to my GCash wallet What do I do {#i-can-t-cash-in-to-my-gcash-wallet-what-do-i-do}

Path: articles/28525786707225-I-can-t-cash-in-to-my-GCash-wallet-What-do-I-do

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Articles in this section

- [Why does my bank account unlink from GCash even though I already linked it before?](#)
- [I cashed in using international remittance but I didn't receive the money. What do I do?](#)
- [What are the GCash Cash In fees I need to know about?](#)
- [I cashed in to the wrong GCash account. What can I do?](#)
- [I transferred money or cashed in from a bank or e-wallet but I didn't receive the money. What do I do?](#)
- [I cannot link my bank to GCash. What do I do?](#)
- [I can't cash in to my GCash wallet. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Note: The following information applies if your cash-in or top-up from your bank or another e-wallet was not received or credited to your GCash account.

- For transfers initiated from GCash App to Bank App or E-Wallet please refer to [this Bank Transfer article](#)
- For transfer or withdrawal from your GSave account to GCash wallet, please refer to [this GSave article](#)
- For sending money to another GCash account, please refer to [this Send Money article](#)

If you have encountered an error while cashing in to GCash, here's what you can do:

1. Check if you are still within your [GCash Wallet and Transaction Limits](#)
2. If the transaction doesn't push through due to any of the following, learn how to [troubleshoot GCash app issues here](#):
 - You did not receive an OTP (one-time password)
 - There is a prompt that says there's no internet connection but your connection is working well

If you're still getting an error prompt, try the following steps indicated below per Cash In channel:

BPI

1. On your BPI App, tap **More**
2. Tap **General Settings**
3. Select **Customize Transaction Limits**
4. Tap **Load e-wallet, prepaid phone, and utilities using other apps**
5. Finalize adjusted limits > **Customize limits**

After adjusting your limits, please try cashing in again.

Note: BPI has a default daily limit of PHP 10,000. You can increase your cash-in limit by following the steps mentioned above.

If you're still unable to cash in, [click here to ask for help](#) in reporting the error message. A customer service representative will contact you in **1-2 business days**.

PayPal

Note:

Transferring funds between PayPal and your GCash VISA Card is currently unavailable. However, you can still cash in by linking your GCash account to PayPal.

[Double check if you have linked your Paypal to your GCash account.](#)

You can log in to your PayPal account to check if there are restrictions or needed actions, then relink your account to your GCash to be able to cash in again.

Note: PayPal may have placed limitations on your account due to any of the following reasons:

- Unauthorized use
- Account limits
- High-risk activity
- Inactive account

If you're still unable to cash in, [click here to ask for help](#) in reporting the error message. A customer service representative will contact you in **1-2 business days**.

Payoneer

Contact CustomerServiceManager@Payoneer.com to unlink your Payoneer account first, then link and cash in again.

If you're still unable to cash in, [click here to ask for help](#) in reporting the error message. A customer service representative will contact you in **1-2 business days**.

US Bank

If you can't cash in from your US bank, check if:

- Your US Bank registered name and date of birth match your GCash-registered name and date of birth
- You are within the \$500 cash-in limit for the first transaction and \$1000 for the monthly transaction limit.

Should you need any more assistance, [click here to ask for help](#) and a customer service representative will contact you in **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- I didn't receive my cash in to my GCash wallet. What do I do?
- I cannot link my bank to GCash. What do I do?
- I cashed in to the wrong mobile number. What do I do?
- I cannot transfer money to another bank using GCash. What do I do?

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- What are the GCash Cash In fees I need to know about?
- I cashed in to the wrong GCash account. What can I do?
- I transferred money or cashed in from a bank or e-wallet but I didn't receive the money. What do I do?
- I cannot link my bank to GCash. What do I do?
- I can't cash in to my GCash wallet. What do I do?

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Source: <https://help.gcash.com/hc/en-us/articles/28525786707225-I-can-t-cash-in-to-my-GCash-wallet-What-do-I-do>

I can't create or register for a GCash account What do I do {#i-can-t-create-or-register-for-a-gcash-account-what-do-i-do}

Path: articles/30445523277337-I-can-t-create-or-register-for-a-GCash-account-What-do-I-do

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Articles in this section

- How do I create a new GCash account?
- Create a GCash Jr account
- I can't create or register for a GCash account. What do I do?
- I'm trying to create a GCash account but it's asking for an MPIN. What should I do?
- Is there a minimum maintaining balance required to use GCash?
- There is another GCash account using my number. What do I do?
- Why do I need to provide a selfie for my GCash account?

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you cannot create a GCash account, it might be because of the following:

- 1. Selfie Scan wasn't accepted** Your selfie might not have been clear. Here's how to fix it:
 - Make sure your photo is clear, without blur
 - Wear proper attire, and avoid wearing masks or glasses
- 2. Invalid email address** Your email might be incorrect or in the wrong format. To make sure you receive important updates, enter a valid and correct email address to receive updates from GCash.
- 3. Account limit reached** You may have reached the maximum allowable limit for GCash accounts. Please note you can only register up to five different GCash accounts or mobile numbers under your name.
- 4. Mobile number has an existing GCash account**

If you're trying to create a GCash account and it asks for an MPIN, it means there's already an existing GCash account linked to that number. To continue creating your GCash account, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

- 5. Issues within the GCash App** To address this, please follow these steps to [troubleshoot GCash app issues](#). If you tried this and still can't create a GCash account, [click here to ask for help](#). Once it's been submitted, a customer service representative will contact you in **24 hours**.
- 6. “Something went wrong” error**

If you see this error message “Something went wrong” during registration, it may mean that:

- **You inputted an invalid name or details.** The name or details you entered may be incorrect. Please ensure they match your valid ID.
- **You did not pass GCash's validation process.** Your account registration is contingent upon meeting the requirements outlined in our Terms and Conditions and complying with Philippine laws and regulations. Unfortunately, we are unable to proceed with your application. Please refer to our [GCash Terms and Conditions](#) for more details.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I create a new GCash account?](#)
- [How to troubleshoot GCash app issues](#)
- [The selfie scan in GCash is not working. What do I do?](#)

- [I'm trying to create a GCash account but it's asking for an MPIN. What should I do?](#)

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Create a GCash Jr account

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I'm trying to create a GCash account but it's asking for an MPIN. What should I do?

- [How do I create a new GCash account?](#)
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- [I can't create or register for a GCash account. What do I do?](#)
- [I'm trying to create a GCash account but it's asking for an MPIN. What should I do?](#)
- [Is there a minimum maintaining balance required to use GCash?](#)
- [There is another GCash account using my number. What do I do?](#)
- [Why do I need to provide a selfie for my GCash account?](#)

30445523277337

Source: <https://help.gcash.com/hc/en-us/articles/30445523277337-I-can-t-create-or-register-for-a-GCash-account-What-do-I-do>

I can't deactivate my GCash VISA Mastercard Card What do I do {#i-can-t-deactivate-my-gcash-visa-mastercard-card-what-do-i-do}

Path: articles/30287352363801-I-can-t-deactivate-my-GCash-VISA-Mastercard-Card-What-do-I-do

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [I can't order a GCash Card. What do I do?](#)
- [My GCash Card has not been delivered yet after 10 days. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I want a refund for a purchase I made using my GCash Card](#)
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- [I can't link my GCash Card to my GCash account. What do I do?](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you're experiencing any issues in deactivating your GCash Card, [click here to ask for help](#). A customer service representative will contact you in **24 hours**. Please note that once you deactivate your GCash Card, it will be **permanently unlinked from your GCash account**. This action is final and cannot be undone, meaning you won't be able to use your GCash Card again.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I deactivate my GCash Card from my account?](#)
- [How do I lock my GCash Card?](#)
- [How do I transfer my linked GCash VISA/Mastercard Card to a new mobile number?](#)
- [My GCash Card has been lost or stolen. What do I do?](#)
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30287352363801

Source: <https://help.gcash.com/hc/en-us/articles/30287352363801-I-can-t-deactivate-my-GCash-VISA-Mastercard-Card-What-do-I-do>

I can't link my GCash Card to my GCash account What do I do {#i-can-t-link-my-gcash-card-to-my-gcash-account-what-do-i-do}

Path: articles/30287299657753-I-can-t-link-my-GCash-Card-to-my-GCash-account-What-do-I-do

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- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
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If you're having difficulty linking your GCash Card to your GCash account, here are a few things to check:

1. **Ensure the card isn't already linked** – Your GCash Card may already be linked to another GCash account.
2. **Check if the card is pre-activated** – If your GCash Card was issued by your company or local government, it might already be active.
3. **View your linked cards** – To see which cards are currently linked to your account, open the GCash app and tap on **Cards**.

If you've tried these steps and still can't link your card, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I link my GCash Card to my GCash account?](#)
- [How do I transfer my linked GCash Card to a new mobile number?](#)
- [How can I pay using my GCash Card?](#)
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- [I can't apply my GCash Card promo voucher when ordering a card. What do I do?](#)

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I can't log in to GCash because my device was detected as not secure {#i-can-t-log-in-to-gcash-because-my-device-was-detected-as-not-secure}

Path: articles/38910492949529-I-can-t-log-in-to-GCash-because-my-device-was-detected-as-not-secure

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If you can't log in to GCash, it's because of the GCash app's new security features, one of which stops unauthorized access to accounts on modified or unsafe devices.

You might see this prompt because of reasons such as:

- The system detected that your [device could be jailbroken or rooted](#)
- The system detected that your [settings allow installation via untrusted sources or developer options](#)
- There could have been [applications installed that made your device not secure](#).

To protect your account, you cannot access GCash on the device that experienced this error. To use GCash, open the GCash app through a secure and unmodified mobile phone or tablet device.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't log in to my GCash account. What do I do?](#)
- [I see an error - "Your device is jailbroken or rooted." How can I log in?](#)
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I can't log in to my GCash account What do I do {#i-can-t-log-in-to-my-gcash-account-what-do-i-do}

Path: articles/900006273543-I-can-t-log-in-to-my-GCash-account-What-do-I-do

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If you're having issues logging in to your GCash app, read this guide to learn which login error you're experiencing and what you can do to access your account. Rest assured your funds are safe.

Note:

If you cannot log in, don't uninstall and reinstall your GCash app.

Identify why you're having login issues

If you're having trouble logging in to your GCash account, select from the scenarios below so we can help you.

- 👉 [I forgot my MPIN](#)
- 👉 [I didn't receive the OTP while trying to login](#)
- 👉 [The selfie scan isn't working](#)
- 👉 [I want to log in with another phone or device](#)
- 👉 [I lost my SIM or phone](#)
- 👉 [I see an error saying my device is not secure](#)
- 👉 [I see a prompt saying my account is on hold or restricted](#)
- 👉 [The app keeps crashing or shows a white screen](#)
- 👉 [I want to transact offline with GCash](#)
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- [I can't log in to GCash because my device was detected as not secure](#)

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I can't login to GCash because it says I have an untrusted connection What do I do {#i-can-t-login-to-gcash-because-it-says-i-have-an-untrusted-connection-what-do-i-do}

Path: articles/42096140355353-I-can-t-login-to-GCash-because-it-says-I-have-an-untrusted-connection-What-do-I-do

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- [My phone got damaged or broken and I can't access GCash. What do I do?](#)
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- [I see an error "Your device has modified phone settings." How can I log in?](#)
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If you see a message saying “We detected an untrusted connection” or error codes like REF: 2631 00AF, REF: 6948, or 2631, it means your connection might not be secure.

To fix this, try **switching to a different network and reopening the GCash app.**

How to switch to a different network

Android

To change your network connections, select **Settings** and change your WiFi network or use your mobile data.

iOS

To change your network connection, select **Settings**.

Tap **Wi-Fi** and connect to a different network or turn on your mobile data by tapping **Cellular > Cellular Data**.

Need More Help?

For other inquiries or concerns, check out the following articles:

- [Device Security](#)
- [I want to use GCash on another phone or device](#)
- [Someone is trying to unlink my GCash account or requesting to register their phone](#)
- [I lost the SIM or phone where my GCash account is registered](#)

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- [I can't log in to GCash because my device was detected as not secure](#)

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I can't make a payment for my GCredit account What do I do {#i-can-t-make-a-payment-for-my-gcredit-account-what-do-i-do}

Path: articles/39853751764505-I-can-t-make-a-payment-for-my-GCredit-account-What-do-I-do

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- [I was charged multiple times for one GCredit payment. What do I do?](#)
- [I can't make a payment for my GCredit account. What do I do?](#)
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- [I have a concern with GCredit's partner collection agencies. What should I do?](#)

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If you cannot make a payment for your GCredit account, it may be due to **system maintenance, a system error**, or **i nsufficient funds** in your GCash wallet. Here are some steps to take before making a GCredit payment:

1. Make sure your GCash wallet has **enough funds to cover the amount due**
2. Check if you have a **stable internet connection**

To check if your payment pushed through, please check out your [GCash Transaction history](#).

If you can't pay your GCredit dues through the GCash app, we recommend [paying via our offline payment partners](#).

If you're having continued problems with paying through the GCredit dashboard, [click here to ask for help](#). Make sure you input your GCash-registered email to receive updates. A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I was charged multiple times for one GCredit payment. What do I do?](#)
- [I was charged a penalty or additional fee even though I paid my GCredit on time. What do I do?](#)
- [I have a concern with GCredit's partner collection agencies. What should I do?](#)

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I can t make a payment for my GGives account What do I do {#i-can-t-make-a-payment-for-my-ggives-account-what-do-i-do}

Path: articles/39855188266649-I-can-t-make-a-payment-for-my-GGives-account-What-do-I-do

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- How do I send money to another GCash account?

If you cannot make a payment for your GGives account, it may be due to **system maintenance, a system error, or insufficient funds** in your GCash wallet. Here are some steps to take before making a GGives payment:

- Make sure your GCash wallet has **enough funds to cover the amount due**
- Check if you have a **stable internet connection**

If you can't pay your GGives dues through the GCash app, we recommend [paying via our offline payment partners](#).

If you're still having trouble paying through the GGives dashboard, [click here to ask for help](#). A customer service representative will contact you within **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I was charged multiple times for one GGives payment. What do I do?](#)
- [I was charged a penalty or additional fee even though I paid my GGives on time. What do I do?](#)
- [I have a concern with GGives' partner collection agencies. What should I do?](#)

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I can't make a payment for my GLoan account What do I do {#i-can-t-make-a-payment-for-my-gloan-account-what-do-i-do}

Path: articles/39051175012377-I-can-t-make-a-payment-for-my-GLoan-account-What-do-I-do

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If you're unable to make a payment for your GLoan account, it may be due to **system maintenance, system error**, or there may be **no sufficient funds** in your GCash wallet. Here are some steps to take before making a GLoan payment:

1. Make sure your **GCash wallet has enough funds** to cover the amount due
2. Check if you have a **stable internet connection**
3. Please check your **GCash Transaction History** in case your payment pushes through to avoid multiple debits

If you still cannot make a payment through the GLoan dashboard, we recommend paying via our [offline payment partners](#) or [Pay Bills](#) feature.

For additional assistance, [click here to ask for help](#). A customer service representative will contact you within **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I pay my GLoan dues?](#)
- [I already paid my GLoan but it's not reflecting yet. What should I do?](#)
- [I still haven't received my GLoan interest cashback after 14 days. What should I do?](#)
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I can't make a payment in GLife What do I do {#i-can-t-make-a-payment-in-glife-what-do-i-do}

Path: articles/35429702968217-I-can-t-make-a-payment-in-GLife-What-do-I-do

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- [I withdrew money from a game in GLife, but it hasn't been reflected in my GCash wallet. What do I do?](#)
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- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)

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- [How do I send money to another GCash account?](#)

If you can't make a payment or encountering any payment issues in GLife, here's what you can do:

1. Check your GCash Wallet Balance

Ensure your GCash wallet has sufficient funds for the transaction. 2. **Review transaction details**

Double-check your payment details, including the selected store, item, and total amount. Errors in these details can cause payment failures.

Troubleshoot GCash app

If you continue to experience errors, please troubleshoot GCash app issues.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I can't access or open GLife. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/35429702968217-I-can-t-make-a-payment-in-GLife-What-do-I-do>

I can't open a GFunds account What do I do {#i-can-t-open-a-gfunds-account-what-do-i-do}

Path: articles/30845311649561-I-can-t-open-a-GFunds-account-What-do-I-do

ADVISORY:

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Articles in this section

- [My Sell Order has not been reflected in my GFunds account. What do I do?](#)
- [I can't buy or sell funds in GFunds. What do I do?](#)
- [I can't open a GFunds account. What do I do?](#)
- [I can't access my GFunds account. What do I do?](#)
- [Why am I not qualified for GFunds?](#)
- [My Buy Order has not been reflected in my GFunds account. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you cannot open a GFunds account, check if you meet all the [eligibility requirements](#) first, and then check if:

- There is an ongoing GCash or partner maintenance
- You have a stable internet connection

If you encounter an error during GFunds registration, please try [troubleshooting GCash app issues](#).

If you did not receive a confirmation email or still can't open a GFunds account, [click here to ask for help](#) and a customer representative will be in touch in **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't buy or sell in GFunds. What do I do?](#)
- [Why am I not qualified for GFunds?](#)
- [I can't access my GFunds account. What do I do?](#)

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I can't access my GFunds account. What do I do?

- [My Sell Order has not been reflected in my GFunds account. What do I do?](#)
- [I can't buy or sell funds in GFunds. What do I do?](#)
- [I can't open a GFunds account. What do I do?](#)
- [I can't access my GFunds account. What do I do?](#)
- [Why am I not qualified for GFunds?](#)
- [My Buy Order has not been reflected in my GFunds account. What do I do?](#)

30845311649561

Source: <https://help.gcash.com/hc/en-us/articles/30845311649561-I-can-t-open-a-GFunds-account-What-do-I-do>

I can't open an account in GCrypto What do I do {#i-can-t-open-an-account-in-gcrypto-what-do-i-do}

Path: articles/31309254502553-I-can-t-open-an-account-in-GCrypto-What-do-I-do

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Articles in this section

- [My crypto transaction has not been reflected in my GCrypto Wallet. What do I do?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
- [I topped up my GCrypto wallet but it has not been reflected yet. What do I do?](#)
- [I can't access my GCrypto account. What do I do?](#)
- [I can't buy/sell on GCrypto. What do I do?](#)
- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [I can't open an account in GCrypto. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you can't open a GCrypto account, it could be due to a few common issues. Here's how to resolve them:

Eligibility Requirements

- Make sure you meet all the [eligibility requirements](#). You need to be at least 18 years old, a fully verified GCash user, and have an updated profile.

One GCrypto Account

- Make sure you only have one GCrypto account. If you're sharing an email address with someone else who already has a GCrypto account, update your email address on the GCash app first and then try registering again.

If you still can't open a GCrypto account, [please click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't access my GCrypto account. What do I do?](#)
- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [Can I open a GCrypto account?](#)
- [What are the GCrypto Networks and Fees I need to know about?](#)
- [What coins can I trade in GCrypto?](#)

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- [My crypto transaction has not been reflected in my GCrypto Wallet. What do I do?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
- [I topped up my GCrypto wallet but it has not been reflected yet. What do I do?](#)
- [I can't access my GCrypto account. What do I do?](#)
- [I can't buy/sell on GCrypto. What do I do?](#)
- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [I can't open an account in GCrypto. What do I do?](#)

31309254502553

Source: <https://help.gcash.com/hc/en-us/articles/31309254502553-I-can-t-open-an-account-in-GCrypto-What-do-I-do>

I can't open an account in GSave What do I do {#i-can-t-open-an-account-in-gsave-what-do-i-do}

Path: articles/30244063308953-I-can-t-open-an-account-in-GSave-What-do-I-do

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Articles in this section

- [I made a withdrawal from my GSave account but it still has not been credited to my GCash wallet. What do I do?](#)
- [I can't open an account in GSave. What do I do?](#)
- [I can't open my GSave account. What do I do?](#)
- [I made a deposit to my GSave account but it still has not been credited to my account. What do I do?](#)
- [My GSave Regular Savings dashboard is not loading/not updated. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you can't register in GSave, it may be because:

- You have an existing account with the partner bank opened through GSave
- Your government ID is either **invalid or expired**
- Your GCash account is not Fully Verified
- You are a GCash Jr. account holder
- Your internet connection is unstable upon registration
- There is an ongoing downtime or maintenance with GSave or the partner bank

For Filipino Citizens working abroad where GCash is available

If you are an overseas Filipino citizen working abroad, you can open a [GSave Overseas CIMB account](#).

What to do if you can't register in GSave

If you have a GSave account linked with your old GCash account, contact the respective bank partner to unlink and transfer your account.

If you still can't open a GSave account due to an error message, take a screenshot of the error then [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't open my GSave account. What do I do?](#)
- [I made a deposit to my GSave account but it still has not been credited to my account. What do I do?](#)
- [My GSave Regular Savings dashboard is not loading/not updated. What do I do?](#)

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I made a withdrawal from my GSave account but it still has not been credited to my GCash wallet. What do I do?

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- [I made a deposit to my GSave account but it still has not been credited to my account. What do I do?](#)
- [My GSave Regular Savings dashboard is not loading/not updated. What do I do?](#)

30244063308953

Source: <https://help.gcash.com/hc/en-us/articles/30244063308953-I-can-t-open-an-account-in-GSave-What-do-I-do>

I can't open an account in GStocks PH What do I do #{i-can-t-open-an-account-in-gstocks-ph-what-do-i-do}

Path: articles/31220488898329-I-can-t-open-an-account-in-GStocks-PH-What-do-I-do

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Articles in this section

- [I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?](#)
- [My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?](#)
- [I can't access my GStocks PH account. What do I do?](#)
- [I can't open an account in GStocks PH. What do I do?](#)
- [How can I follow up on my GStocks PH account?](#)
- [I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?](#)
- [I can't buy or sell in GStocks PH. What do I do?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)
- [My GStocks PH buy or sell order was rejected. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

If you cannot open a GStocks PH account, check if you meet all the eligibility requirements first and **verify your GStocks PH account via email** sent to your registered email address, and then check if:

- There is an ongoing GCash or partner maintenance
- You have a stable internet connection

If you still can't open an account in GStocks PH, please [click here to ask for help](#). A customer service representative will be in touch within **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I follow up on my GStocks PH account registration?](#)
- [I can't access my GStocks PH account. What do I do?](#)
- [My GStocks PH buy or sell order was rejected. What do I do?](#)

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- [I can't access my GStocks PH account. What do I do?](#)
- [I can't open an account in GStocks PH. What do I do?](#)
- [How can I follow up on my GStocks PH account?](#)
- [I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?](#)
- [I can't buy or sell in GStocks PH. What do I do?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)
- [My GStocks PH buy or sell order was rejected. What do I do?](#)

31220488898329

Source: <https://help.gcash.com/hc/en-us/articles/31220488898329-I-can-t-open-an-account-in-GStocks-PH-What-do-I-do>

I can't open my GSavE account What do I do {#i-can-t-open-my-gsave-account-what-do-i-do}

Path: articles/30244197882265-I-can-t-open-my-GSave-account-What-do-I-do

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Articles in this section

- [I made a withdrawal from my GSav account but it still has not been credited to my GCash wallet. What do I do?](#)
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- [I can't open my GSav account. What do I do?](#)
- [I made a deposit to my GSav account but it still has not been credited to my account. What do I do?](#)
- [My GSav Regular Savings dashboard is not loading/not updated. What do I do?](#)

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- [How do I send money to another GCash account?](#)

If you can't open your account in the app, it may be due to any of the following:

- Your account is dormant due to no usage or transactions for a specific number of months. Note that a PHP 30 Dormancy Fee applies for dormant accounts.
 - GSav by CIMB: 24 months
 - #MySaveUp by BPI: 24 months
 - EzySave+ by Maybank: 24 months
 - #UNOReady@GCash by UNO Bank: 24 months
- Your account is closed or expired
- There's an ongoing partner system maintenance or downtime
- Your account is not linked (for GSav by CIMB app only)

You will be notified if your account will soon close or expire. If your account has closed, your funds will still be safe, and you can still withdraw them on the partner bank's app.

Your account will be **automatically activated once you make any deposit transaction.**

If none of these apply to you and you still can't open your GSav account, [click here to ask for help.](#) A customer service representative will contact you in **24 hours.**

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't open an account in GSav. What do I do?](#)
- [I made a deposit to my Gsave account but it still has not been credited to my account. What do I do?](#)
- [My GSav Regular Savings dashboard is not loading/not updated. What do I do?](#)

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- [My GSave Regular Savings dashboard is not loading/not updated. What do I do?](#)

30244197882265

Source: <https://help.gcash.com/hc/en-us/articles/30244197882265-I-can-t-open-my-GSave-account-What-do-I-do>

I can't order a GCash Card What do I do {#i-can-t-order-a-gcash-card-what-do-i-do}

Path: articles/30287122730009-I-can-t-order-a-GCash-Card-What-do-I-do

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Articles in this section

- [I can't order a GCash Card. What do I do?](#)
- [My GCash Card has not been delivered yet after 10 days. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I want a refund for a purchase I made using my GCash Card](#)
- [I can't withdraw using my GCash Card. What do I do?](#)
- [My GCash Card got stuck in the ATM. What do I do?](#)
- [The ATM did not release any money after withdrawing using my GCash Card](#)
- [I can't link my GCash Card to my GCash account. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you encountered an error message while submitting your order or if you cannot click the **Card Order** button, it may be due to certain restrictions:

- **Only Fully Verified GCash users can order** – Make sure your GCash account is fully verified. You won't be able to request a card if your account is not verified.
- **One card per account** – Each GCash account can only have one GCash Card. If you've already ordered one, you won't be able to request another. If you lose your card and need a replacement, deactivate your old card first.

If these don't apply to you, try the steps below to troubleshoot:

1. **Check Your Internet Connection** – Make sure you have a stable internet connection
2. **Restart the GCash App** – Close and reopen the GCash app
3. **Submit Your Card Order Again** – Try resubmitting your card order application

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I order a GCash VISA Card?](#)
- [Can GCash deliver my GCash Card to my location?](#)
- [GCash Card Fast FAQS](#)
- [My GCash Card has been lost or stolen. What do I do?](#)
- [What can I do with my GCash VISA/Mastercard Card?](#)

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My GCash Card has not been delivered yet after 10 days. What do I do?

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- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I want a refund for a purchase I made using my GCash Card](#)
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- [My GCash Card got stuck in the ATM. What do I do?](#)
- [The ATM did not release any money after withdrawing using my GCash Card](#)
- [I can't link my GCash Card to my GCash account. What do I do?](#)
- [I can't deactivate my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card has been lost or stolen. What do I do?](#)
- [How do I transfer my linked GCash VISA/Mastercard Card to a new mobile number?](#)
- [I can't apply my GCash Card promo voucher when ordering a card. What do I do?](#)

30287122730009

Source: <https://help.gcash.com/hc/en-us/articles/30287122730009-I-can-t-order-a-GCash-Card-What-do-I-do>

I can't pay bills using GCash What do I do {#i-can-t-pay-bills-using-gcash-what-do-i-do}

Path: articles/30283132306329-I-can-t-pay-bills-using-GCash-What-do-I-do

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- [I can't pay bills using GCash. What do I do?](#)
- [I did not receive my top-up after using Bills. What do I do?](#)
- [My GCash bill payment was not posted or confirmed by the biller. What do I do?](#)
- [I was charged multiple times for my bills payment. What do I do?](#)
- [I entered the wrong details when paying my bills with GCash. What do I do?](#)
- [My GCash bills payment failed. What do I do?](#)
- [How much is the transaction fee for my bills payment in GCash?](#)
- [I can't save scheduled bills or favorite billers. What do I do?](#)

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- [How do I send money to another GCash account?](#)

If you're encountering problems while paying your bill through GCash, try these steps:

1. **Restart the app** and check your **internet connection**
2. [Troubleshoot common GCash app issues](#)
3. Ensure you have **enough funds** in your GCash Wallet
4. **Check if your biller is currently down or under maintenance.** Billers that are **grayed out** in the app are temporarily unavailable.

See available and unavailable biller examples below:

Biller Available:

Biller Not Available

5. Check if you've **exceeded your GCash Transaction Limit**; it refreshes at the start of each month

If you're not sure if your payment went through, visit "[My GCash bill payment was not posted or confirmed. What do I do?](#)" for more information.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I pay my bills using GCash?](#)
- [How much is the transaction fee for my bills payment in GCash?](#)
- [I entered the wrong details when paying my bills with GCash. What do I do?](#)
- [I was charged multiple times for my bills payment. What do I do?](#)
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- [I can't save scheduled bills or favorite billers. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30283132306329-I-can-t-pay-bills-using-GCash-What-do-I-do>

I can't pay using GCash Tap N Pay What should I do {#i-can-t-pay-using-gcash-tap-n-pay-what-should-i-do}

Path: articles/29803032229529-I-can-t-pay-using-GCash-Tap-N-Pay-What-should-I-do

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Articles in this section

- [How do I use and activate Tap N' Pay?](#)
- [I can't pay using GCash Tap N' Pay. What should I do?](#)
- [I used Tap N' Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)
- [I was charged more than once when I used Tap N' Pay. What do I do?](#)

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- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you cannot pay or get an error using Tap N' Pay, please ensure your device supports NFC. To check if your phone is NFC capable, look at your phone's settings and look for any mention of NFC.

Please also check with the merchant if their POS terminal is **NFC enabled**.

If your device is capable of using NFC, please make sure to [activate your GCash Tap N' Pay](#).

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't pay using GCash Tap N' Pay. What should I do?](#)
- [I used Tap N' Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)
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- [How do I use and activate Tap N' Pay?](#)
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- [I used Tap N' Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)
- [I was charged more than once when I used Tap N' Pay. What do I do?](#)

29803032229529

Source: <https://help.gcash.com/hc/en-us/articles/29803032229529-I-can-t-pay-using-GCash-Tap-N-Pay-What-should-I-do>

I can't pay using GCash Watch Pay What should I do {#i-can-t-pay-using-gcash-watch-pay-what-should-i-do}

Path: articles/40477864099865-I-can-t-pay-using-GCash-Watch-Pay-What-should-I-do

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- [I was charged more than once when I used GCash Watch Pay. What do I do?](#)
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- [I used GCash Watch Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)

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If you cannot pay or get an error using Watch Pay, please make sure your **GCash Wallet is properly linked to your Watch**. Please also double-check if Watch Pay is available on your watch. Currently, Watch Pay is **only available to Huawei wearables**. If the issue persists, try restarting your watch.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [GCash Watch Pay](#)
- [I used GCash Watch Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)
- [I was charged more than once when I used GCash Watch Pay. What do I do?](#)

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- [GCash Watch Pay](#)
- [I was charged more than once when I used GCash Watch Pay. What do I do?](#)
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- [I used GCash Watch Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)

40477864099865

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I can't pay using my GCash VISA Mastercard Card What do I do {#i-can-t-pay-using-my-gcash-visa-mastercard-card-what-do-i-do}

Path: articles/30287174877081-I-can-t-pay-using-my-GCash-VISA-Mastercard-Card-What-do-I-do

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- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you're unable to use your GCash Card, try these quick checks:

1. **Check if your GCash Card is active and unlocked** – Make sure your GCash Card is both activated and unlocked in the app. -
2. **Check your wallet balance**– Ensure that your GCash wallet has enough funds for the transaction.
3. **Check your transaction limits** – Make sure that you haven't exceeded your Gcash wallet or card transaction limits.

If you've already checked these but you're still seeing an error message, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I pay using my GCash Card?](#)
- [I can't apply my GCash Card promo voucher when ordering a card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)

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[My GCash Card is not being accepted by a merchant for payment. What do I do?](#)

- [I can't order a GCash Card. What do I do?](#)
- [My GCash Card has not been delivered yet after 10 days. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I want a refund for a purchase I made using my GCash Card](#)
- [I can't withdraw using my GCash Card. What do I do?](#)
- [My GCash Card got stuck in the ATM. What do I do?](#)
- [The ATM did not release any money after withdrawing using my GCash Card](#)
- [I can't link my GCash Card to my GCash account. What do I do?](#)
- [I can't deactivate my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card has been lost or stolen. What do I do?](#)
- [How do I transfer my linked GCash VISA/Mastercard Card to a new mobile number?](#)
- [I can't apply my GCash Card promo voucher when ordering a card. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30287174877081-I-can-t-pay-using-my-GCash-VISA-Mastercard-Card-What-do-I-do>

I can't save scheduled bills or favorite billers What do I do {#i-can-t-save-scheduled-bills-or-favorite-billers-what-do-i-do}

Path: articles/30283642636697-I-can-t-save-scheduled-bills-or-favorite-billers-What-do-I-do

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Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [I can't pay bills using GCash. What do I do?](#)
- [I did not receive my top-up after using Bills. What do I do?](#)
- [My GCash bill payment was not posted or confirmed by the biller. What do I do?](#)
- [I was charged multiple times for my bills payment. What do I do?](#)
- [I entered the wrong details when paying my bills with GCash. What do I do?](#)
- [My GCash bills payment failed. What do I do?](#)
- [How much is the transaction fee for my bills payment in GCash?](#)
- [I can't save scheduled bills or favorite billers. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you're unable to save scheduled payments or favorite billers, here's what you can do:

1. **Restart** your GCash App or [try these troubleshooting steps](#)
2. **Recheck** the number of scheduled payments and favorite billers you have, as you can only save a **maximum of 5** each.

If you tried these but you're still having the same issues, you may reach out to us for help respectively:

- [Ask for help for unable to save favorite billers](#)
- [Ask for help for unable to save scheduled bills payment](#)

A customer service representative will contact you within **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I add/save my favorite billers in GCash?](#)
- [How do I schedule my bills payment in GCash?](#)
- [How do I pay my bills using GCash?](#)
- [I can't make a payment for my bills. What do I do?](#)
- [I entered the wrong details when paying my bills with GCash. What do I do?](#)

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- [I can't pay bills using GCash. What do I do?](#)
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- [My GCash bill payment was not posted or confirmed by the biller. What do I do?](#)
- [I was charged multiple times for my bills payment. What do I do?](#)
- [I entered the wrong details when paying my bills with GCash. What do I do?](#)

- [My GCash bills payment failed. What do I do?](#)
- [How much is the transaction fee for my bills payment in GCash?](#)
- [I can't save scheduled bills or favorite billers. What do I do?](#)

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I can't scan the QR code What do I do {#i-can-t-scan-the-qr-code-what-do-i-do}

Path: articles/31315639906073-I-can-t-scan-the-QR-code-What-do-I-do

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Articles in this section

- [How do I use Scan to Order on GCash?](#)
- [How can I use Scan to Pay via QR Code?](#)
- [Can GCash QR Payments be used in other countries?](#)
- [I can't scan the QR code. What do I do?](#)
- [I was charged multiple times after using Scan to Pay QR. What do I do?](#)
- [Merchant didn't receive the payment and/or SMS when I used Scan to Pay. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you're having trouble scanning the QR code, follow these steps:

1. **Check your phone's camera Lens:** Make sure your camera lens is clean and free from smudges. Adjust the angle to ensure the QR code is clear and within the frame.
2. **Restart the App:** If you still can't scan the QR code, [close and reopen your GCash app](#), then try scanning the QR code again.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I was charged multiple times after using Scan to Pay QR. What do I do?](#)

- [Merchant didn't receive the payment and/or SMS when I used Scan to Pay. What do I do?](#)
- [How can I use Scan to Pay via QR Code?](#)

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Can GCash QR Payments be used in other countries?

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I was charged multiple times after using Scan to Pay QR. What do I do?

- [How do I use Scan to Order on GCash?](#)
- [How can I use Scan to Pay via QR Code?](#)
- [Can GCash QR Payments be used in other countries?](#)
- [I can't scan the QR code. What do I do?](#)
- [I was charged multiple times after using Scan to Pay QR. What do I do?](#)
- [Merchant didn't receive the payment and/or SMS when I used Scan to Pay. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/31315639906073-I-can-t-scan-the-QR-code-What-do-I-do>

I can't send money to another GCash account What do I do {#i-can-t-send-money-to-another-gcash-account-what-do-i-do}

Path: articles/30244983596185-I-can-t-send-money-to-another-GCash-account-What-do-I-do

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Articles in this section

- [What is the GCash Express Send Transaction Limit?](#)
- [Express Send Transaction Limit FAQS](#)
- [I've exceeded my Express Send transaction limit in GCash. What do I do?](#)
- [Someone sent me money from their GCash to my GCash account, but I didn't receive it. What should I do?](#)
- [I sent money to the wrong GCash account or number via Express Send. What should I do?](#)
- [I sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do?](#)
- [I can't send money to another GCash account. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you encounter problems when sending money to another GCash account, check the scenario that applies to you:

If you are asked to check your wallet balance and transaction history

This might mean that your previous transaction was successfully processed. Check your wallet balance and transaction history to confirm.

Make sure you have enough balance to complete the transaction.

Before submitting, ensure that you've ticked the checkbox to confirm your transaction.

If the transaction will exceed the recipient's incoming daily limit

Ask the recipient if they've reached their wallet or transaction limit. This could block the transaction from going through.

If the transaction will exceed your daily outgoing limit

Try sending a smaller amount that is within your outgoing limit.

You may check your profile limit by logging into your GCash app Profile > Profile Limits >

If the transaction will exceed the recipient's receive monthly limit

This means that the recipient has reached the [maximum number of transactions they can do for receiving Express Send money.](#)

If the transaction will exceed your send monthly limit

This means that you have reached the [maximum number of transactions you can do for sending Express Send money.](#)

If you're asked to wait before sending money again

If you're sending the same amount to the same number repeatedly, wait for at least 5 minutes between transactions to avoid issues.

This is a feature to avoid double sending money to the same recipient.

You may check if the transaction was successful by logging into your **GCash app > Transaction History.**

If you're asked to try again later

If the transaction doesn't go through because of these reasons, here's what to do:

- No internet connection error but your connection is fine: [Follow basic troubleshooting steps.](#)

- Unable to generate a QR code: Try refreshing the app or checking your network.
- "GCash detected an untrusted connection": Switch to a different internet connection.
- The number you're sending money to is not registered: Make sure the recipient's GCash number is active and valid.

If you see an error message like “GCash detected an untrusted connection” (e.g., REF: 2631 00AF or REF: 6948, 2631):

Try changing your network connection by following basic troubleshooting steps.

If you’re using an iPhone 14, 15, 16

You might experience errors when using *Express Send*. Reinstall your GCash app and try again.

If you see an error message saying “Unable to process this transaction. Please contact your recipient”

This could mean that there is a problem with the safety of the transaction. Try sending money to other GCash recipients and see if the error persists. If you still need to send money to the recipient, ask the recipient to submit a request to GCash.

If you still can’t send money via Express Send, [click here to ask for help](#). Please make sure to select the correct error message you encountered so we can address your concern accurately. A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't cash in to my GCash wallet. What do I do?](#)
- [I can't transfer money to another bank using GCash. What do I do?](#)
- [I sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do?](#)
- [I sent money to the wrong GCash account or number via Express Send. What should I do?](#)
- [How do I send money to another GCash account?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30244983596185-I-can-t-send-money-to-another-GCash-account-What-do-I-do>

I can't send or receive crypto in GCrypto What do I do {#i-can-t-send-or-receive-crypto-in-gcrypto-what-do-i-do}

Path: articles/31309702924441-I-can-t-send-or-receive-crypto-in-GCrypto-What-do-I-do

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Articles in this section

- [My crypto transaction has not been reflected in my GCrypto Wallet. What do I do?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
- [I topped up my GCrypto wallet but it has not been reflected yet. What do I do?](#)
- [I can't access my GCrypto account. What do I do?](#)
- [I can't buy/sell on GCrypto. What do I do?](#)
- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [I can't open an account in GCrypto. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you encounter an error while sending or receiving crypto in GCrypto, it could be due to the following reasons:

- **Incorrect Wallet Details** Double-check the recipient's wallet address and ensure the blockchain network matches the cryptocurrency you're transferring.
- **Missing Destination Tags** Some cryptocurrencies require a **destination tag** or memo. If this is not provided, the transaction may fail or be delayed.
- **Network Congestion** High activity on the blockchain network can lead to slower processing times for transactions.
- **Insufficient Funds or Fees** Ensure you have enough balance, including fees, to complete the transaction.
- **Account is disabled** For your security, your GCrypto account will be disabled from sending crypto if you enter the OTP from your email address incorrectly 5 times. If disabled, please wait **24 hours** before you can send crypto.

What to do if you can't send or receive crypto in GCrypto:

1. Verify the transaction details, including wallet address, network, and any required tags
2. Check the status of the transaction on the blockchain using the transaction hash or ID
3. Wait for a few hours if the network is slow

If you still can't send or receive GCrypto, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't buy/sell on GCrypto. What do I do?](#)
- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [I topped up my GCrypto wallet but it has not been reflected yet. What do I do?](#)
- [What are the GCrypto Networks and Fees I need to know about?](#)

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My crypto transaction has not been reflected in my GCrypto Wallet. What do I do?

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I topped up my GCrypto wallet but it has not been reflected yet. What do I do?

- [My crypto transaction has not been reflected in my GCrypto Wallet. What do I do?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
- [I topped up my GCrypto wallet but it has not been reflected yet. What do I do?](#)
- [I can't access my GCrypto account. What do I do?](#)
- [I can't buy/sell on GCrypto. What do I do?](#)
- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [I can't open an account in GCrypto. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/31309702924441-I-can-t-send-or-receive-crypto-in-GCrypto-What-do-I-do>

I can't transfer money to another bank using GCash What do I do {#i-can-t-transfer-money-to-another-bank-using-gcash-what-do-i-do}

Path: articles/30245383627161-I-can-t-transfer-money-to-another-bank-using-GCash-What-do-I-do

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Articles in this section

- [Someone transferred to my bank using their GCash, but I didn't receive it](#)

- I transferred money from my GCash account to a bank or another e-wallet, but it was not received. What do I do?
- I accidentally transferred from my GCash to the wrong bank account. What do I do?
- I can't transfer money to another bank using GCash. What do I do?

Promoted articles

- What are the steps to get a Fully Verified GCash account?
- Accepted IDs for GCash Verification
- How do I send money to another GCash account?

Note: The information below is for bank transfers from your GCash wallet to other bank accounts or e-wallets.

- For transfers initiated from your Bank App or E-Wallet to top up/cash in your GCash wallet, please refer to [this Cash In article](#)
- For transfer or withdrawal from your GSave account to GCash wallet, please refer to [this GSave article](#)
- For transactions made by scanning QR of merchant, please refer to [this Scan to Pay article](#)

Here's what you can do if you cannot transfer money to another bank:

1. **Check Your Wallet Limits:** Review your [Wallet and Transaction Limits](#) in your GCash Profile
2. **Check Your Wallet Balance:** Ensure that your GCash balance is enough to complete the amount you want to transfer including the the transfer fee of PHP 15

Note: If a transaction fails, the total amount, including transfer fees, will be refunded to your GCash account. 3. **Enter the Correct OTP:** Make sure you input the correct One-Time Password (OTP) 4. **Troubleshoot common issues:**

If the transaction doesn't push through due to any of the following, learn how to [troubleshoot GCash app issues here](#):

- You did not receive an OTP (one-time password)
- There is a prompt that says there's no internet connection but your connection is working well

Note:

In the event of a failed transaction, the total amount, including fees, will be credited back to your GCash Wallet.

If you still see the "**Unable to process your request**" message prompt, [click here to ask for help](#). Please include a screenshot of the error for better assistance. A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't send money to another GCash account. What do I do?](#)
- [I can't cash in to my GCash wallet. What do I do?](#)
- [I transferred from my GCash to the wrong bank account. What do I do?](#)
- [I transferred money from my GCash account to a bank or other e-wallet, but it was not received. What do I do?](#)
- [Someone transferred to my bank using their GCash, but I didn't receive it.](#)

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I accidentally transferred from my GCash to the wrong bank account. What do I do?

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- [Someone transferred to my bank using their GCash, but I didn't receive it](#)
- [I transferred money from my GCash account to a bank or another e-wallet, but it was not received. What do I do?](#)
- [I accidentally transferred from my GCash to the wrong bank account. What do I do?](#)
- [I can't transfer money to another bank using GCash. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30245383627161-I-can-t-transfer-money-to-another-bank-using-GCash-What-do-I-do>

I can't withdraw using my GCash Card What do I do {#i-can-t-withdraw-using-my-gcash-card-what-do-i-do}

Path: articles/30287254658585-I-can-t-withdraw-using-my-GCash-Card-What-do-I-do

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Articles in this section

- [I can't order a GCash Card. What do I do?](#)
- [My GCash Card has not been delivered yet after 10 days. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I want a refund for a purchase I made using my GCash Card](#)
- [I can't withdraw using my GCash Card. What do I do?](#)
- [My GCash Card got stuck in the ATM. What do I do?](#)
- [The ATM did not release any money after withdrawing using my GCash Card](#)
- [I can't link my GCash Card to my GCash account. What do I do?](#)

[See more](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you can't withdraw using your GCash Card, follow these steps:

1. Check if your GCash Card is properly [linked to your account](#)
2. Confirm you have sufficient funds for the **withdrawal amount and the applicable ATM fees**
3. Verify that your card hasn't expired. You can find the expiration date on the back of your card, which follows the format **MM/YY**.
4. Ensure you're entering the correct **6-digit Card PIN** (different from your GCash app MPIN)
5. Check for any error messages or notifications on the ATM screen. If the issue persists, try withdrawing from a different ATM, preferably one from another bank.

If you still cannot withdraw money using your GCash Card, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I withdraw cash using my GCash VISA/Mastercard Card?](#)
- [How do I link my GCash Card to my GCash account?](#)
- [How much are the fees and transaction limits for my GCash Card?](#)
- [My GCash Card got stuck in the ATM](#)
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- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I want a refund for a purchase I made using my GCash Card](#)
- [I can't withdraw using my GCash Card. What do I do?](#)
- [My GCash Card got stuck in the ATM. What do I do?](#)
- [The ATM did not release any money after withdrawing using my GCash Card](#)
- [I can't link my GCash Card to my GCash account. What do I do?](#)
- [I can't deactivate my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card has been lost or stolen. What do I do?](#)
- [How do I transfer my linked GCash VISA/Mastercard Card to a new mobile number?](#)
- [I can't apply my GCash Card promo voucher when ordering a card. What do I do?](#)

30287254658585

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I canceled my Borrow Load transaction but it still pushed through What do I do {#i-canceled-my-borrow-load-transaction-but-it-still-pushed-through-what-do-i-do}

Path: articles/40475592668441-I-canceled-my-Borrow-Load-transaction-but-it-still-pushed-through-What-do-I-do

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Articles in this section

- [What are the GCash Borrow Load fees I need to know about?](#)
- [I have a concern with GCash Borrow Load. What do I do?](#)
- [How can I repay my GCash Borrow Load?](#)
- [What are the GCash Borrow Load promos available?](#)
- [Can I borrow load on GCash?](#)
- [I canceled my Borrow Load transaction but it still pushed through. What do I do?](#)
- [GCash Borrow Load](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If your Borrow Load transaction pushed through successfully, you will not be able to cancel it or change the mobile number in the transaction and GCash won't be able to refund you for the transaction. However, you may choose to close your load loan in advance by paying for your total amount due.

Note: Fees included in the transaction, including your one-time processing fee, is non-refundable. To avoid this scenario, it is advisable that you double-check all the details in your Borrow Load contract before confirming your transaction.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I didn't receive my telco or non-telco load. What do I do?](#)
- [I bought load on GCash but entered the wrong number or details. What do I do?](#)
- [I was charged multiple times when I bought load on GCash. What do I do?](#)

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Can I borrow load on GCash?

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GCash Borrow Load

- [What are the GCash Borrow Load fees I need to know about?](#)
- [I have a concern with GCash Borrow Load. What do I do?](#)
- [How can I repay my GCash Borrow Load?](#)
- [What are the GCash Borrow Load promos available?](#)
- [Can I borrow load on GCash?](#)
- [I canceled my Borrow Load transaction but it still pushed through. What do I do?](#)
- [GCash Borrow Load](#)

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I cannot link my bank to GCash What do I do {#i-cannot-link-my-bank-to-gcash-what-do-i-do}

Path: articles/28525410015257-I-cannot-link-my-bank-to-GCash-What-do-I-do

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Articles in this section

- [Why does my bank account unlink from GCash even though I already linked it before?](#)
- [I cashed in using international remittance but I didn't receive the money. What do I do?](#)
- [What are the GCash Cash In fees I need to know about?](#)
- [I cashed in to the wrong GCash account. What can I do?](#)
- [I transferred money or cashed in from a bank or e-wallet but I didn't receive the money. What do I do?](#)
- [I cannot link my bank to GCash. What do I do?](#)
- [I can't cash in to my GCash wallet. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

Here are a few common reasons why you might be encountering issues when linking your Bank Account:

Incorrect Bank Details: Ensure your username, account number and password are entered correctly.

Bank Account Status: Verify that your bank account is active and not restricted.

Network Issues: Temporary network problems can affect the linking process. Try to switch from data to wifi connection.

Bank Maintenance: Your bank might be undergoing maintenance. Check with your bank for any ongoing issues.

GCash Account Verification: Make sure your GCash account is fully verified.

If you're still having difficulty linking your specific bank to your GCash account, check the steps you can do per Cash In channel:

BPI/UnionBank

If you are unable to link your BPI or UnionBank account to GCash, try the following steps:

Invalid user ID and/or password

1. Reset your password
2. Wait **24 hours**
3. Log in to your bank using your new details
4. Link your bank account to your GCash account again

Note: Making **three (3) consecutive failed log-in attempts** will result in the locking of your BPI account.

Linked account with changed password

If you have previously linked your bank account to your GCash account but you have recently changed your password, you will need to relink it.

Disabled internet browser banking for UnionBank

If you're getting any of these errors:

- Unable to log in via UnionBank
- You have disabled Internet browser banking

Please try the following to enable browser banking:

1. Log in to your UnionBank app

2. Tap **More**
3. Tap **Login and Security**
4. Tap **Browser Banking > Enable Browser Banking**
5. Login to UnionBank again

PayPal

If you can't link your PayPal account to GCash, check if you've fulfilled the following:

- Your GCash account is Fully Verified
- Your PayPal account is Philippine-based and verified
- Name modification and verification and currency conversion was done via the PayPal website
- For Android devices: Google Chrome browser should be installed > set as default

Payoneer

If you're unable to log in to Payoneer when trying to link accounts, here's what you can do:

1. Reset your Payoneer password
2. Wait **24 hours**
3. Log in to Payoneer via website using your new credentials
4. Link your Payoneer account to your GCash account again

If you've tried the steps above but you're still unable to link your Payoneer account to GCash, please contact Payoneer's Customer Care at customerservicemanager@payoneer.com for assistance.

US Bank

If you can't link your US Bank to GCash, check if:

- Your GCash account is Fully Verified
- For Android devices: Google Chrome browser should be installed > set as **default**

Should you need any more assistance, [click here to ask for help](#) and a customer service representative will contact you in **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the GCash Cash In fees I need to know about?](#)
- [I didn't receive my cash in to my GCash wallet. What do I do?](#)
- [How do I link my BPI/Unionbank to GCash?](#)
- [How do I link my Payoneer to GCash?](#)
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- [I cannot link my bank to GCash. What do I do?](#)
- [I can't cash in to my GCash wallet. What do I do?](#)

28525410015257

Source: <https://help.gcash.com/hc/en-us/articles/28525410015257-I-cannot-link-my-bank-to-GCash-What-do-I-do>

I cannot proceed with my online subscription or GCash payment What should I do {#i-cannot-proceed-with-my-online-subscription-or-gcash-payment-what-should-i-do}

Path: articles/31317899325721-I-cannot-proceed-with-my-online-subscription-or-GCash-payment-What-should-I-do

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- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)
- [I entered incorrect details in my GCash online payment or subscription. What should I do?](#)
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- [How do I unlink and link GCash to Grab as my payment method?](#)

- [How do I cancel my subscription or unlink my GCash account to a merchant?](#)
- [I cannot proceed with my online subscription or GCash payment. What should I do?](#)
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If you're encountering an error on your online payment or subscription with the merchant's website, please contact the merchant directly for assistance.

Merchants can provide updates on your order, clarify transaction details, or assist with refunds.

If you can't use GCash for your Pay Online transaction, here's what you can do:

1. Ensure you have a stable internet connection
2. Check if your GCash balance is enough
3. Check that you're within your [Wallet and Transaction limits](#)

If you still cannot continue with your online subscription or GCash payment after trying these steps, select your chosen payment method for further support:

Auto-Debit Payment

If you're trying to subscribe to recurring payments via automatic deduction from your GCash account, [click here to ask for help](#). A customer service representative will contact you within **24 hours**.

Common auto debit merchants include Google, Apple, Spotify, Netflix, and Disney+.

Direct Payment

If you're trying to pay directly to a merchant from your GCash account, [click here to ask for help](#). A customer service representative will contact you within **24 hours**.

Common direct payment merchants include Cebu Pacific, Philippine Airlines, Klook, Shein and Shopee.

Link and Pay

If you're trying to pay by linking your GCash account to a merchant's platform for recurring transactions without re-entering credentials, [click here to ask for help](#). A customer service representative will contact you within **24 hours**.

Common link and pay merchants include Grab, Angkas, and Moveit.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [My online subscription or GCash payment did not reflect. What should I do?](#)
- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)
- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
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31317899325721

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I cashed in an over the counter store or a machine but I didn't receive the money What do I do {#i-cashed-in-an-over-the-counter-store-or-a-machine-but-i-didn-t-receive-the-money-what-do-i-do}

Path: articles/45824474817945-I-cashed-in-an-over-the-counter-store-or-a-machine-but-I-didn-t-receive-the-money-What-do-I-do

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If you cashed in over-the-counter (like at 7-Eleven, TouchPay, Pay & Go, or Palawan) but the money didn't reflect in your GCash account, here's what you need to know.

If your method of cashing in is through the counter or machines:

1. **Check your GCash Transaction History or app Inbox** - Sometimes, it takes a while for the transaction to reflect. Try checking your Transaction History at a later time.
2. **Verify if the mobile number for the transaction is correct** - You might've sent it to the wrong GCash account. Double-check if you have entered the correct mobile number. You are responsible for sending money to the correct number.
3. **Check if you haven't exceeded your wallet limits** - Each GCash wallet account has a monthly limit. In case you exceed this limit, your transaction will not proceed and an error will occur. Learn more about [GCash Wallet and Transaction Limits here](#).
4. **Check if you saw an error in the machine** - If there's a person at the cashier or counter, ask for assistance. They should know what to do with the error. If they can't help or if there's no one to assist, please take a photo of the error message and contact us.

If you followed the steps above or they aren't applicable and you still haven't received the money, [click here to ask for help](#). Don't forget to collect the receipt and take a photo of it. Our support team will contact you in **24 hours**.

Looking for something else?

- For transfers initiated from GCash App to Bank App or E-Wallet: [Bank or E-Wallet Transfer Issues](#)
- For transfer or withdrawal from GSavE account to GCash wallet: [GSavE Deposit Issues](#)

- For sending money to another GCash account: [Send Money Issues](#)

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I cashed in from a bank or e-wallet but I didn't receive the money. What do I do?](#)
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I cashed in to the wrong GCash account What can I do {#i-cashed-in-to-the-wrong-gcash-account-what-can-i-do}

Path: articles/28754278401305-I-cashed-in-to-the-wrong-GCash-account-What-can-I-do

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If you cashed in to the wrong mobile number or GCash account, note that **GCash cannot reverse the transaction** based on our [Terms and Conditions](#). When you cash in or transfer money from your bank to GCash, you are responsible for confirming the details of your transaction.

If you mistakenly sent money to the wrong GCash account, you should contact the GCash user immediately to explain the situation and get your money back.

To avoid cashing in and sending money to the wrong mobile number, you can link your [BPI](#) or [UnionBank](#) account, [PayPal](#) account, or [Payoneer](#) account to GCash.

If you have other concerns with your Cash In transactions via your GCash app, [click here to ask for help](#). A customer service representative will be in touch within **1-2 business days**.

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I cashed in using international remittance but I didn't receive the money What do I do {#i-cashed-in-using-international-remittance-but-i-didn-t-receive-the-money-what-do-i-do}

Path: articles/40230536902809-I-cashed-in-using-international-remittance-but-I-didn-t-receive-the-money-What-do-I-do

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Make sure that you are within your Wallet and Transaction Limits to ensure you can receive remittances. If you didn't receive your remittance in your GCash wallet, here's what you can do:

1 . Verify the Transaction Details

Make sure you entered the correct mobile number registered with your GCash account. If the remittance is successful, it should be in your GCash Transaction History

2. Claim Your Remittance

If the remittance was sent via an Official GCash Remittance Partner, ensure you claim it within the app. Make sure the **name used for the remittance matches your GCash-registered name** and that you entered the **correct reference number**

Note: Claim your remittance within the validity period (90 days) to avoid expiration.

3. Check if the Remittance was sent via an Official GCash Remittance Partner

If you cashed in via an official GCash Remittance partner and you did not receive the funds, here's how you can verify if it was successful:

1. Check your Transaction History for any update with a header, "**Received Remittance**"
2. Check with your sender if the correct number used is correct

Remittances sent through GCash partner channels are usually reflected in your transaction history within 10 minutes.

In the event of a failed remittance, the funds will be automatically credited back to the sender's account within 2 business days.

If your remittance has not been reflected in your GCash Wallet after **2 business days** from the date of the transaction, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

If the remittance was sent via an unofficial GCash remittance partner

If you send remittances via an unofficial GCash remittance partner, GCash **WILL NOT** be able to track your remittances.

Unofficial GCash Partners have different processing times and ways to handle issues.

If you didn't receive your money sent through an unofficial GCash remittance partner, check if the money was credited back to the sender's account.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I claim/receive my remittance with GCash?](#)
- [How can I send remittance to a GCash wallet?](#)
- [Who are the official remittance partners of GCash?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/40230536902809-I-cashed-in-using-international-remittance-but-I-didn-t-receive-the-money-What-do-I-do>

I deposited money into a game on GLife but now I can't open it What should I do {#i-deposited-money-into-a-game-on-glife-but-now-i-can-t-open-it-what-should-i-do}

Path: articles/41422226664345-I-deposited-money-into-a-game-on-GLife-but-now-I-can-t-open-it-What-should-I-do

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- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)

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- [How do I send money to another GCash account?](#)

If you've deposited money into a game through GLife but are now can't access the game via GLife, follow these steps:

1. **Check if the game has downtime** Check the game's official website or social media pages for announcements about ongoing maintenance or downtime.
2. **Validate if your deposit was processed** Open your GCash transaction history to ensure the deposit to the game was successfully processed.
3. **Troubleshoot GCash app** If you continue to experience errors, [troubleshoot your GCash app](#).

If the deposit was not reflected to the game within **24 hours**. Please contact the merchant directly.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't make a payment in GLife. What do I do?](#)
- [I can't access or open GLife. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)

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I did not receive my OTP for my GCash transaction login {#i-did-not-receive-my-otp-for-my-gcash-transaction-login}

Path: articles/19805310504985-I-did-not-receive-my-OTP-for-my-GCash-transaction-login

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If you didn't receive your OTP or 6-digit authentication code, it could be due to a weak signal. If the OTP doesn't arrive after a few minutes, tap **Resend** to request a new one.

Troubleshooting Tips:

- **Check Your Network:** Please make sure you're in an area with a strong signal. If not, try moving to a location with better reception.
- **Toggle Airplane Mode:** Turn on airplane mode, wait 5 seconds, then turn it off.
- **Force Close the App:** Close and relaunch the GCash app.
- **Restart Your Device:** Turn your device off and back on.
- **Update Your GCash App:** Please make sure your GCash app is up to date.
- **Check Your SMS Inbox:** Make sure your SMS inbox isn't full. If it is, delete some messages to free up space.

Note:

For DITO subscribers with GSav by CIMB, your OTP will be sent to your GCash-verified email address to complete your transaction through the app.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't log in to my GCash account. What do I do?](#)
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I did not receive my top up after using Bills What do I do {#i-did-not-receive-my-top-up-after-using-bills-what-do-i-do}

Path: articles/43474227595417-I-did-not-receive-my-top-up-after-using-Bills-What-do-I-do

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Your AutoSweep RFID, Beep Card, Easytrip RFID top-up, etc., via GCash should be credited to you **within a few minutes**.

If you did not receive your top-up, do not make another transaction and check first IF:

- Your internet and network connection is stable
- Your transaction is on your GCash app's **Transaction History**
- The account number you inputted is correct

If you still don't have any confirmation or update on your top-up **after 1 business day**, go to your **GCash Transaction History** and select your top-up transaction.

Tap **Need Help? > My payment hasn't been posted** to file a ticket.

Need more Help?

For other inquiries or concerns, check out the following articles:

- How can I add/save my favorite billers in GCash?
- How do I schedule my bills payment in GCash?
- How do I pay my bills using GCash?
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I didn't receive a verification code for my GCrypto order What do I do {#i-didn-t-receive-a-verification-code-for-my-gcrypto-order-what-do-i-do}

Path: articles/31309336362649-I-didn-t-receive-a-verification-code-for-my-GCrypto-order-What-do-I-do

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- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you haven't received the verification code in GCrypto, follow these steps:

1. **Check the right email address** Make sure you're checking the email address registered with GCash and GCrypto.
2. **Look in your spam or junk folders**

If the verification code is not in your inbox, check your spam or junk folder. 3. **Add the sender to your safe sender list**

To ensure future emails are delivered, add **donotreply@pdax.ph** to your safe sender list. Here's how:

- On the Gmail app, click the gear/settings icon in the upper right corner and select **See all settings**
- Navigate to the "Filters and Blocked Addresses" tab at the top of the settings page
- Click on **Create a new filter**
- In the "From" field, enter the email address you want to add to your safe senders list and select **Create Filter**
- Select **Never send it to Spam > Create Filter**

Please be mindful of your attempts. After 6 incorrect attempts of the OTP, your GCrypto account will be locked for **24 hours**.

If you're still unable to receive the verification code or OTP, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't open an account in GCrypto. What do I do?](#)
- [I can't access my GCrypto account. What do I do?](#)
- [I can't buy/sell on GCrypto. What do I do?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
- [I topped up my GCrypto wallet but it has not been reflected yet. What do I do?](#)

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31309336362649

Source: <https://help.gcash.com/hc/en-us/articles/31309336362649-I-didn-t-receive-a-verification-code-for-my-GCrypto-order-What-do-I-do>

I didn't receive green energy points in GForest after my GCash transaction What do I do {#i-didn-t-receive-green-energy-points-in-gforest-after-my-gcash-transaction-what-do-i-do}

Path: articles/41421193223065-I-didn-t-receive-green-energy-points-in-GForest-after-my-GCash-transaction-What-do-I-do

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- [How do I earn and collect green energy points in GForest?](#)
- [How can I plant a tree in GForest?](#)

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If you've completed a GCash transaction but didn't receive your green energy points or it's not reflecting, here are a few things you can check:

- **Verify Transaction Success:** Double-check your Transaction History or GCash App Inbox to confirm that your transaction was successful.

- **Check Energy Point Limits:** Make sure you haven't reached the energy points monthly limit for that transaction. - For example, with Send Money, you can earn energy points for up to 10 transactions, which gives a maximum of 1,310 energy points.
- **Wait for 24 Hours:** Green energy points may take up to 24 hours to reflect in your account. Please allow this time before checking again.

If you still haven't received your energy points 24 hours after the transaction, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I plant a tree in GForest?](#)
- [How do I earn and collect green energy points in GForest?](#)

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41421193223065

Source: <https://help.gcash.com/hc/en-us/articles/41421193223065-I-didn-t-receive-green-energy-points-in-GForest-after-my-GCash-transaction-What-do-I-do>

I didn't receive my telco or non telco load What do I do {#i-didn-t-receive-my-telco-or-non-telco-load-what-do-i-do}

Path: articles/30281038586649-I-didn-t-receive-my-telco-or-non-telco-load-What-do-I-do

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- [I bought load on GCash but entered the wrong number or details. What do I do?](#)
- [I received the wrong or incomplete load credit. What do I do?](#)
- [I was charged multiple times when I bought load on GCash. What do I do?](#)
- [The E-PIN I bought from GCash was invalid. What do I do?](#)

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Your load purchase via GCash should be credited to you in **real-time**. If you did not receive your load or non-telco load after purchasing, do not make another transaction and check first IF:

- Your internet and network connection is stable
- Your transaction is on your GCash [Transaction History](#)
- The mobile number you inputted is correct

If you still don't have any confirmation or update on your load/non-telco load purchase and haven't received a refund in 2 days ,[**go to your GCash Transaction History**](#) and select your load transaction.

Tap **Need Help? > I didn't receive the load that I bought** to file a ticket.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the telco load convenience fees in GCash?](#)
- [I can't buy load using GCash. What do I do?](#)
- [I bought load on GCash but entered the wrong number or details. What do I do?](#)

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- [I was charged multiple times when I bought load on GCash. What do I do?](#)
- [The E-PIN I bought from GCash was invalid. What do I do?](#)

30281038586649

Source: <https://help.gcash.com/hc/en-us/articles/30281038586649-I-didn-t-receive-my-telco-or-non-telco-load-What-do-I-do>

I don't have accepted IDs for GCash verification What do I do {#i-don-t-have-accepted-ids-for-gcash-verification-what-do-i-do}

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- [I'm having issues with using my ePhil ID \(Paper type\) or Digital National ID to verify my GCash account](#)
- [Ano ang mga steps para makakuha ng Fully Verified na GCash Account?](#)
- [How can I submit additional documents for my GCash Jr. verification?](#)
- [Hindi pa verified ang GCash account ko pagkatapos ng 3 araw. Ano ang gagawin ko?](#)
- [My GCash account is still not verified after 3 days. What do I do?](#)
- [My GCash account verification failed. What should I do?](#)
- [Why did I receive a notification to update my GCash account information?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

If you do not have any accepted IDs for GCash verification, we recommend registering for a **National ID**.

Visit the PSA's official website for registration instructions and required documents or check PSA Registration Centers near your area.

If you've applied for a National ID but haven't received your physical or paper National ID, you can download your Digital National ID via the PSA website or the eGov PH app.

Get started with your GCash verification by tapping **Profile > Verify Now**.

Need more Help?

Check out the articles below about verifying your GCash account

- 👉 [What are the steps to get a fully verified account?](#)
- 👉 [My GCash account is still not verified after 3 days. What do I do?](#)
- 👉 [My GCash account verification failed. What should I do?](#)

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- [What happens if I don't fully verify my GCash account?](#)
- [Can I get fully verified on GCash offline?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/45574039056153-I-don-t-have-accepted-IDs-for-GCash-verification-What-do-I-do>

I don t want to receive SMS of GCash offers and promos {#i-don-t-want-to-receive-sms-of-gcash-offers-and-promos}

Path: articles/360036916873-I-don-t-want-to-receive-SMS-of-GCash-offers-and-promos

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- [Sulong Kaagapay UNAHCO Cashback Promo](#)
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- [CIMB PH – Earn More Promo](#)
- [Move It Summer Promo 2025](#)
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- [Lucky Pay Bills Promo](#)
- [HODL and Win USDC Promo](#)
- [Load Voucher Promo for Verification](#)

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Opt out of GCash Marketing Messages

Opt out of GCash Marketing Messages

We're sad to see you go 😞

By opting out, you won't be able to receive the latest updates on our promos and exclusive offers through emails and/or SMS.

If you're sure you want to proceed, please fill out the fields below.

GCash collects your data to identify and maintain a list of users who will be excluded from receiving marketing communications, keeping it for 60 days. For more details about how we process your data, check our [Privacy Notice](#).

[Sign in to Google](#) to save your progress. Learn more

* Indicates required question

Your GCash-registered mobile number (09xx xxx xxxx) *

Your answer

Channel you're opting out of *

SMS

Email

SMS and Email

I do not want to receive messages from GCash anymore because:

The content isn't relevant to me.

I get messages too frequently.

I do not have a GCash account.

Other:

Clear selection

By clicking the button below, I acknowledge that I want to stop receiving marketing messages from GCash.

Your request will be processed within 30 days after submitting this form. Please note that you will still receive other emails such as important advisories and receipts of your transactions with GCash.

Submit

Clear form

Never submit passwords through Google Forms.

Forms

This form was created inside of Mynt.

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Source: <https://help.gcash.com/hc/en-us/articles/360036916873-I-don-t-want-to-receive-SMS-of-GCash-offers-and-promos>

I entered incorrect details in my GCash online payment or subscription What should I do {#i-entered-incorrect-details-in-my-gcash-online-payment-or-subscription-what-should-i-do}

Path: articles/45484817449497-I-entered-incorrect-details-in-my-GCash-online-payment-or-subscription-What-should-I-do

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- [I cannot proceed with my online subscription or GCash payment. What should I do?](#)
- [My GCash account was charged for an online payment or subscription I don't recognize. What should I do?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you entered incorrect details during your online payment or subscription, please contact the merchant directly for assistance.

Merchants can provide updates on your order, clarify transaction details, or assist with refunds.

Need more Help?

For other inquiries or concerns, check out the following articles:

- I want a refund for my online payment or subscription using my GCash account. Where can I get it?
- How do I cancel my subscription or unlink my GCash account to a merchant?
- I have a problem with my order or service from my online subscription or GCash payment. What should I do?
- I was charged more than once for my online payment or subscription in my GCash account. What should I do?

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- My online subscription or GCash payment did not reflect. What should I do?
- How to pay your SPay Later dues with GCash

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Source: <https://help.gcash.com/hc/en-us/articles/45484817449497-I-entered-incorrect-details-in-my-GCash-online-payment-or-subscription-What-should-I-do>

I entered the wrong details when paying my bills with GCash What do I do {#i-entered-the-wrong-details-when-paying-my-bills-with-gcash-what-do-i-do}

Path: articles/30283468296089-I-entered-the-wrong-details-when-paying-my-bills-with-GCash-What-do-I-do

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Save your favorite billers to avoid entering wrong details when paying your bills.

If you have entered the wrong details when paying:

1. **Check Payment Confirmation** – Review the SMS confirmation, your GCash transaction history, or your GCash App Inbox to verify the details.
2. **Verify Balance Deduction** – Check if your GCash wallet was deducted. Some billers may reject payments if the details are incorrect.
3. **Monitor for Refund** – If the details don't match, some billers may refund your payment. Check for an automatic refund in your GCash wallet within **1-3 business days**.
4. **Contact your Biller** – Check with the biller if you can get a refund.

If you entered the wrong biller details or amount and did not receive a refund after the completion of the posting period, go to your **GCash Transaction History** and **select your Bills transaction**.

Tap **Need Help? > I entered the wrong details** to file a ticket.

Note: A refund is **not guaranteed and is subject to approval** by the biller.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I follow up on my GCash ticket?](#)
- [I can't save scheduled bills or favorite billers. What do I do?](#)
- [I did not receive bills payment confirmation. What do I do?](#)
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- [I can't save scheduled bills or favorite billers. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30283468296089-I-entered-the-wrong-details-when-paying-my-bills-with-GCash-What-do-I-do>

I forgot my GCash MPIN {#i-forgot-my-gcash-mpin}

Path: articles/28984195849625-I-forgot-my-GCash-MPIN

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- [I think I was scammed. What do I do?](#)
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- [The GCash app keeps crashing or shows a white screen when I login](#)
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If you forgot your GCash MPIN, you can reset it and set a new MPIN. You can also use face verification to get back into your account. To keep your account safe, change your MPIN every 3 months.

Note:

Your MPIN is different from your GCash Card PIN. To learn how to reset your GCash Card MPIN, [click here](#).

Learn how to reset your MPIN below:

1. Open the GCash app, and tap **Forgot MPIN?**
2. Tap **Send Code** then enter the 6-digit OTP sent via SMS and tap **Submit**
3. Prepare yourself for a selfie scan and tap **Next**
4. Take your selfie scan then enter your New MPIN and tap **Submit**

You will be led to a screen that confirms you have successfully reset your MPIN.

Should you need more assistance, tap .

Need more Help?

For other inquiries or concerns, check out the following articles.

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Source: <https://help.gcash.com/hc/en-us/articles/28984195849625-I-forgot-my-GCash-MPIN>

I have a concern with GCash Borrow Load What do I do {#i-have-a-concern-with-gcash-borrow-load-what-do-i-do}

Path: articles/40476345424153-I-have-a-concern-with-GCash-Borrow-Load-What-do-I-do

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If you're having trouble accessing, borrowing, or repaying from GCash Borrow Load, read about the possible reasons below:

Unable to Borrow Load

You may be unable to borrow if you have an existing Borrow Load promo. Note that there can only be 1 Borrow Load promo per eligible user.

I canceled my Borrow Load transaction but it still pushed through.

Once your Borrow Load transaction is successful, you **cannot cancel it or change the mobile number**. GCash can't refund you, but you can pay off the total amount early to close the loan.

The **fees**, including the one-time processing fee, are **non-refundable**. To avoid issues, make sure to double-check all details before confirming your Borrow Load transaction.

Borrow Load was not successful

You may already have an ongoing Borrow Load promo or there may be an ongoing system maintenance.

Load product is unavailable

You may not be eligible due to evaluation by GCash.

Load was not received

This may be due to a system error, system maintenance, or unstable internet connection. Check your Transaction History if the transaction has been reflected.

Incorrect load credit was received

This may be due to wrong details inputted or an error.

Charged multiple times for a transaction

This may be due to a system error. Check your Transaction History if the transaction has been reflected multiple times as well.

For any issues encountered with GCash Borrow Load, [click here to ask for help](#). A customer service representative will contact you in **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I repay my GCash Borrow Load?](#)
- [What are the GCash Borrow Load promos available?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/40476345424153-I-have-a-concern-with-GCash-Borrow-Load-What-do-I-do>

I have a concern with GCredit's partner collection agencies What should I do {#i-have-a-concern-with-gcredit-s-partner-collection-agencies-what-should-i-do}

Path: articles/39853969802137-I-have-a-concern-with-GCredit-s-partner-collection-agencies-What-should-I-do

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- [I can't make a payment for my GCredit account. What do I do?](#)
- [I was charged a penalty or additional fee even though I paid my GCredit on time. What do I do?](#)
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- [How do I send money to another GCash account?](#)

GCredit's partner collection agencies are assigned to remind you of your unpaid GCredit dues via calls, SMS, and email to help prevent more late payment fees.

If you have a negative experience with any of GCredit's partner collection agencies, [click here to ask for help](#). Make sure you input your GCash-registered email to receive updates. A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- I was charged multiple times for one GCredit payment. What do I do?
- I can't make a payment for my GCredit account. What do I do?
- I was charged a penalty or additional fee even though I paid my GCredit on time. What do I do?

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I was charged a penalty or additional fee even though I paid my GCredit on time. What do I do?

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- I am encountering an error in applying for GCredit. What do I do?
- Why am I not qualified for GCredit?
- I already paid my GCredit but it's not reflecting yet. What should I do?
- I was charged multiple times for one GCredit payment. What do I do?
- I can't make a payment for my GCredit account. What do I do?
- I was charged a penalty or additional fee even though I paid my GCredit on time. What do I do?
- I have a concern with GCredit's partner collection agencies. What should I do?

39853969802137

Source: <https://help.gcash.com/hc/en-us/articles/39853969802137-I-have-a-concern-with-GCredit-s-partner-collection-agencies-What-should-I-do>

I have a concern with GGives partner collection agencies What should I do {#i-have-a-concern-with-ggives-partner-collection-agencies-what-should-i-do}

Path: articles/39855320216985-I-have-a-concern-with-GGives-partner-collection-agencies-What-should-I-do

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Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- Why am I not qualified for GGives?
- I am encountering an error in applying for GGives. What do I do?
- I already paid my GGives but it's not reflecting yet. What should I do?
- I can't make a payment for my GGives account. What do I do?
- I was charged multiple times for one GGives payment. What do I do?
- I still haven't received my GGives interest cashback after 14 days. What should I do?
- I was charged a penalty or additional fee even though I paid my GGives on time. What do I do?
- I have a concern with GGives' partner collection agencies. What should I do?

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

GGives' partner collection agencies are assigned to remind you of your unpaid GGives dues via calls, SMS, and email to help prevent more late payment fees.

If you have a negative experience with any of GGives' partner collection agencies, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I was charged multiple times for one GGives payment. What do I do?](#)
- [I can't make a payment for my GGives account. What do I do?](#)
- [I was charged a penalty or additional fee even though I paid my GGives on time. What do I do?](#)

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- [Why am I not qualified for GGives?](#)
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- [I already paid my GGives but it's not reflecting yet. What should I do?](#)
- [I can't make a payment for my GGives account. What do I do?](#)
- [I was charged multiple times for one GGives payment. What do I do?](#)
- [I still haven't received my GGives interest cashback after 14 days. What should I do?](#)
- [I was charged a penalty or additional fee even though I paid my GGives on time. What do I do?](#)
- [I have a concern with GGives' partner collection agencies. What should I do?](#)

39855320216985

Source: <https://help.gcash.com/hc/en-us/articles/39855320216985-I-have-a-concern-with-GGives-partner-collection-agencies-What-should-I-do>

I have a concern with GLoan s partner collection agencies What should I do {#i-have-a-concern-with-gloan-s-partner-collection-agencies-what-should-i-do}

Path: articles/39051454205465-I-have-a-concern-with-GLoan-s-partner-collection-agencies-What-should-I-do

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- [I can't make a payment for my GLoan account. What do I do?](#)
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- [I still haven't received my GLoan interest cashback after 14 days. What should I do?](#)
- [I was charged a penalty or additional fee even though I paid my GLoan on time. What do I do?](#)
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GLoan's [partner collection agencies](#) are assigned to remind you of your unpaid GLoan dues via calls, SMS, and email to help prevent more late payment fees.

If you have a negative experience with any of GLoan's partner collection agencies, [click here to ask for help](#). A customer service representative will contact you within **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How does GCash help with my GLoan payment?](#)
- [Who is the lender of my GLoan?](#)

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39051454205465

Source: <https://help.gcash.com/hc/en-us/articles/39051454205465-I-have-a-concern-with-GLoan-s-partner-collection-agencies-What-should-I-do>

I have a problem with my SoundPay device What do I do {#i-have-a-problem-with-my-soundpay-device-what-do-i-do}

Path: articles/44671600037401-I-have-a-problem-with-my-SoundPay-device-What-do-I-do

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Articles in this section

- [What is GCash PocketPay?](#)
- [I have a problem with my SoundPay device. What do I do?](#)
- [What is SoundPay?](#)
- [Official GCash for Business MSME Distributors](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Tap on the following scenario to troubleshoot your SoundPay concern:

1. **Device Won't Power On:** - **Check for Power:** Press and hold the power button for 10 seconds. Look for any lights or signs of life on the device.
 - **Verify Charging:** Use the original charger cable and adapter. Plug the device into a working power outlet. Let it charge for 15-30 minutes. Avoid overcharging the device by using a 5V 1A adapter for optimal charging.

If the device still doesn't turn on after trying the above steps, please reach out to Partner Support.

Rest assured that your QR code is still working, and you can continue accepting payments from your customers by checking your feature phone for transaction notifications.

2. **No Network Connectivity:** - **Check Device Status:** Look for the blue light on the device to see if it's connected to the network.
 - **Check SIM Card:** Ensure the SIM card is inserted correctly and undamaged (bottom slot).
 - **Restart the Device:** Turn the device off and on again. Check for the blue light to indicate a connection.

If the device still doesn't connect to the network after trying these steps, please reach out to Partner Support. Your QR code remains functional, and you can check your feature phone for transaction notifications.

3. **Device Won't Charge:** - **Check the Charging Port:** Make sure the charging port (top slot) isn't damaged or loose.
 - **Try a Different Charger:** Use a different charging cable and adapter.
 - **Test a Different Outlet:** Plug the device into a different power outlet.
 - **Monitor Charging:** Look for a red light to indicate the device is charging. Press the power button to check the battery level.

If the device doesn't charge after 15-30 minutes, please reach out to Partner Support. Use your QR code for payments and check your feature phone for notifications.

4. **No Sound Notification:** - **Check Feature Phone:** Verify if the transaction was successful by checking your feature phone for transaction notifications.
 - **Check Device Sounds:** Adjust the device's volume using the bottom rocker. Check if the device is making sounds like notification tones.
 - **Check Network Connection:** Ensure the device is connected to the network (blue light). Listen for sound notifications after a transaction.
 - **Restart the Device:** Press and hold the power button for 10 seconds. Try a test transaction and listen for sound notifications.

Need more help?

For other inquiries or concerns, check out the following articles

- [What is SoundPay?](#)
- [Manage Funds for GCash PRO Merchants](#)
- [GCashPro Transaction History](#)

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What is SoundPay?

- [What is GCash PocketPay?](#)
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44671600037401

Source: <https://help.gcash.com/hc/en-us/articles/44671600037401-I-have-a-problem-with-my-SoundPay-device-What-do-I-do>

I have a problem with my order or service from my online subscription or GCash payment What should I do {#i-have-a-problem-with-my-order-or-service-from-my-online-subscription-or-gcash-payment-what-should-i-do}

Path: articles/31317973344153-I-have-a-problem-with-my-order-or-service-from-my-online-subscription-or-GCash-payment-What-should-I-do

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Articles in this section

- [I want a refund for my online payment or subscription using my GCash account. Where can I get it?](#)
- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)
- [I entered incorrect details in my GCash online payment or subscription. What should I do?](#)
- [How can I pay online using GCash?](#)
- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
- [How do I unlink and link GCash to Grab as my payment method?](#)
- [How do I cancel my subscription or unlink my GCash account to a merchant?](#)
- [I cannot proceed with my online subscription or GCash payment. What should I do?](#)
- [My GCash account was charged for an online payment or subscription I don't recognize. What should I do?](#)
- [My online subscription or GCash payment did not reflect. What should I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If the merchant didn't fulfill your order/transaction/service, please contact the merchant directly for assistance.

Merchants can assist with refunds, provide updates on your order, or clarify transaction details.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [My online subscription or GCash payment did not reflect. What should I do?](#)
- [I cannot proceed with my online subscription or GCash payment. What should I do?](#)
- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)
- [I want a refund for my online payment or subscription using my GCash account. Where can I get it?](#)

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How can I pay online using GCash?

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- [I want a refund for my online payment or subscription using my GCash account. Where can I get it?](#)
- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)
- [I entered incorrect details in my GCash online payment or subscription. What should I do?](#)
- [How can I pay online using GCash?](#)
- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
- [How do I unlink and link GCash to Grab as my payment method?](#)
- [How do I cancel my subscription or unlink my GCash account to a merchant?](#)
- [I cannot proceed with my online subscription or GCash payment. What should I do?](#)
- [My GCash account was charged for an online payment or subscription I don't recognize. What should I do?](#)
- [My online subscription or GCash payment did not reflect. What should I do?](#)
- [How to pay your SPay Later dues with GCash](#)

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Source: <https://help.gcash.com/hc/en-us/articles/31317973344153-I-have-a-problem-with-my-order-or-service-from-my-online-subscription-or-GCash-payment-What-should-I-do>

I lost the SIM or phone where my GCash account is registered {#i-lost-the-sim-or-phone-where-my-gcash-account-is-registered}

Path: articles/900006457043-I-lost-the-SIM-or-phone-where-my-GCash-account-is-registered

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- [I can't login to GCash because it says I have an "untrusted connection." What do I do?](#)
- [Are there other ways to log in to GCash?](#)
- [I can't log in to my GCash account. What do I do?](#)
- [Account Secure](#)
- [I want to use GCash on another phone or device](#)
- [I lost the SIM or phone where my GCash account is registered](#)
- [My phone got damaged or broken and I can't access GCash. What do I do?](#)
- [I uninstalled/reinstalled GCash or reset my registered phone](#)
- [I see an error "Your device has modified phone settings." How can I log in?](#)
- [I see an error - "Your device is jailbroken or rooted." How can I log in?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you lost your SIM or phone where your GCash is registered watch the video and follow the steps below:

Nawala ang SIM o phone na pang-GCash? Here's how to get access again! - YouTube

GCash

285K subscribers

[Nawala ang SIM o phone na pang-GCash? Here's how to get access again!](#)

GCash

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Report your lost SIM or phone to secure your funds

[Click here to report the loss](#) and request your GCash account to be temporarily blocked for security.

GCash will block your account to protect your funds, preventing you from logging in during this time.

Be sure to note the ticket number from customer support to unblock your account later.

What to do after reporting

You can either request a SIM with the same number from your telecom provider or purchase a new SIM with a different number.

If you have a **SIM with the same number**

For SMART and TNT users:

1. Go to the store
2. Present one (1) valid ID as proof of identification. The ID should have your name, photo, ID number, signature, and issuing entity.

For Globe users:

1. Go to the store.

2. Present the following documents

- **For Postpaid:** - One (1) original Government-issued ID.
- **For Prepaid:** - Notarized Affidavit of Loss (standard) with the following details:
Customer name, citizenship, address, customer signature, mobile number, and incident details (how, why, when, and where mobile phone or SIM was lost)
 - Two (2) original Government-issued IDs presented during the affidavit of loss notarization

For GOMO users:

1. Prepare the following documents:

- Notarized affidavit of loss
- Selfie of the owner with the affidavit of loss
- 2 valid IDs

2. Submit the requirements to GOMO via e-mail. You may check your network provider's updated e-mail address.

For DITO users:

1. Go to the store.

2. Present the following documents:

- Notarized Affidavit of Loss
- One (1) government-issued ID

Once your replacement SIM becomes available,

1. Take a photo of the following documents:

- One accepted valid government ID
- A clear photo of yourself holding your valid ID.

2. Access your e-mail and enter the 8-digit reference number provided during the blocking request

3. Request for the unblocking of your account and upload the ID and the selfie with your ID in the e-mail

4. Wait for an e-mail reply regarding your account status within **48 hours**.

If you have a **SIM with a new number**

You can request to transfer funds from your old number to your new number.

- Make sure that the new number is Fully Verified
- You can request to transfer funds from your old number to your new number. Note that only the following products linked to your old account shall be transferred:
 - Lending (GGives, GCredit, GLoan)
 - GSave
 - GStocks PH
 - GCrypto
 - GFunds

You will need to submit the following documents:

- Photo of one (1) valid government-issued ID (link out to acceptable IDs)
- Selfie with the valid government ID
- If your old number is not fully verified, you also need to secure a notarized affidavit of loss.

Steps to process the transfer of funds and services to your new number:

1. Have the photo of the valid ID, selfie, and the notarized affidavit of loss (affidavit is only required if your old number is a Basic GCash account) ready for submission
2. Access your e-mail and search for the GCash reference number generated when you requested for the blocking of your account
3. Reply to the e-mail with your documents, and the mobile number where you want to transfer the funds and services.
4. Wait for the update from our GCash Support Team within **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Account Secure](#)
- [I want to use GCash on another phone or device](#)
- [I uninstalled/reinstalled GCash or reset my registered phone](#)
- [My phone got damaged or broken and I can't access GCash. What do I do?](#)
- [Someone is trying to unlink my GCash account or requesting to register their phone](#)

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I want to use GCash on another phone or device

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- [My phone got damaged or broken and I can't access GCash. What do I do?](#)
- [I uninstalled/reinstalled GCash or reset my registered phone](#)
- [I see an error "Your device has modified phone settings." How can I log in?](#)
- [I see an error - "Your device is jailbroken or rooted." How can I log in?](#)
- [I can't log in to GCash because my device was detected as not secure](#)

900006457043

Source: <https://help.gcash.com/hc/en-us/articles/900006457043-I-lost-the-SIM-or-phone-where-my-GCash-account-is-registered>

I'm experiencing issues with Cashback by Findshare

What do I do {#i-m-experiencing-issues-with-cashback-by-findshare-what-do-i-do}

Path: articles/35429350806041-I-m-experiencing-issues-with-Cashback-by-Findshare-What-do-I-do

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- [My GLife voucher is not working. What do I do?](#)
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- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Cashback by Findshare is a program that allows you to earn cashback rewards for certain purchases made through GCash. By participating in this program, you can enjoy discounts or cashback on selected transactions with partnered merchants.

If you're experiencing issues with Cashback by Findshare, contact Findshare directly by visiting their [Findshare Support page](#).

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I can't make a payment in GLife. What do I do?](#)
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35429350806041

Source: <https://help.gcash.com/hc/en-us/articles/35429350806041-I-m-experiencing-issues-with-Cashback-by-Findshare-What-do-I-do>

I'm having issues with using my ePhil ID Paper type or Digital National ID to verify my GCash account {#i-m-having-issues-with-using-my-ephil-id-paper-type-or-digital-national-id-to-verify-my-gcash-account}

Path: articles/45378359816089-I-m-having-issues-with-using-my-ePhil-ID-Paper-type-or-Digital-National-ID-to-verify-my-GCash-account

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- [Ano ang mga steps para makakuha ng Fully Verified na GCash Account?](#)
- [How can I submit additional documents for my GCash Jr. verification?](#)
- [Hindi pa verified ang GCash account ko pagkatapos ng 3 araw. Ano ang gagawin ko?](#)

- [My GCash account is still not verified after 3 days. What do I do?](#)
- [My GCash account verification failed. What should I do?](#)
- [Why did I receive a notification to update my GCash account information?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
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Learn how to troubleshoot common issues when verifying your ePhil ID (Paper type) or Digital National ID with GCash.

When you're trying to get verified on GCash using your ePhil ID (Paper type) or Digital National ID, you will be required to undergo a selfie scan to validate your National ID records with the Philippine Statistics Authority (PSA).

Note:

The PSA Selfie Scan is different from the selfie scan that GCash requires as a part of its own verification process.

Troubleshooting Tips for ID Verification

- **Verify Personal Information:** Make sure that all information you enter matches your National ID exactly.
- **Check Internet Connection:** Ensure you have a stable internet connection for verification.
- **Use an Alternative ID:** If you can't verify your ePhil or Digital National ID, you can try verifying with another accepted ID

You can download your Digital National ID via the [PSA website](#) or the [eGov PH app](#).

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Ano ang mga steps para makakuha ng Fully Verified na GCash Account?

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- [Why did I receive a notification to update my GCash account information?](#)
- [What happens if I don't fully verify my GCash account?](#)
- [Can I get fully verified on GCash offline?](#)

45378359816089

Source: <https://help.gcash.com/hc/en-us/articles/45378359816089-I-m-having-issues-with-using-my-ePhil-ID-Paper-type-or-Digital-National-ID-to-verify-my-GCash-account>

I'm trying to create a GCash account but it's asking for an MPIN What should I do {#i-m-trying-to-create-a-gcash-account-but-it-s-asking-for-an-mpin-what-should-i-do}

Path: articles/39913707773209-I-m-trying-to-create-a-GCash-account-but-it-s-asking-for-an-MPIN-What-should-I-do

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Articles in this section

- [How do I create a new GCash account?](#)
- [Create a GCash Jr account](#)
- [I can't create or register for a GCash account. What do I do?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

If you're trying to create a GCash account and it asks for an MPIN, it means the SIM card was previously used, and there's an existing GCash account linked to that number.

To continue creating your GCash account, [click here to ask for help](#), and include these details:

- Telco network
- SIM purchase date
- Prepaid or postpaid status:

Prepaid subscriber: Attach a screenshot of your phone's settings showing your number or a photo of the SIM card.

Postpaid subscriber: Attach a statement of account from your service provider.

A customer service representative will contact you within **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I want to update my mobile number registered to my GCash Account](#)
- [An unknown phone number is linked to my GCash account. What do I do?](#)
- [SIM Card Registration Frequently Asked Questions](#)
- [I can't create or register for a GCash account. What do I do?](#)

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I can't create or register for a GCash account. What do I do?

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Is there a minimum maintaining balance required to use GCash?

- [How do I create a new GCash account?](#)
- [Create a GCash Jr account](#)
- [I can't create or register for a GCash account. What do I do?](#)
- [I'm trying to create a GCash account but it's asking for an MPIN. What should I do?](#)
- [Is there a minimum maintaining balance required to use GCash?](#)
- [There is another GCash account using my number. What do I do?](#)
- [Why do I need to provide a selfie for my GCash account?](#)

39913707773209

Source: <https://help.gcash.com/hc/en-us/articles/39913707773209-I-m-trying-to-create-a-GCash-account-but-it-s-asking-for-an-MPIN-What-should-I-do>

I made a deposit to my GSave account but it still has not been credited to my account What do I do {#i-made-a-deposit-to-my-gsave-account-but-it-still-has-not-been-credited-to-my-account-what-do-i-do}

Path: articles/30244088945817-I-made-a-deposit-to-my-GSave-account-but-it-still-has-not-been-credited-to-my-account-What-do-I-do

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [I made a withdrawal from my GSav account but it still has not been credited to my GCash wallet. What do I do?](#)
- [I can't open an account in GSav. What do I do?](#)
- [I can't open my GSav account. What do I do?](#)
- [I made a deposit to my GSav account but it still has not been credited to my account. What do I do?](#)
- [My GSav Regular Savings dashboard is not loading/not updated. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you have made a deposit to your GSav account and the funds have not been credited yet, check if it appears in your GCash transaction history.

If the deposit appears in your transaction history, the funds will be credited to your GSav Partner Bank within 2 business days, excluding weekends and holidays. You'll also receive an SMS notification once credited.

Refer to the table below to see where your funds will be credited in case your deposit did not reflect immediately:

||| --- | --- || **GSav Partner Bank | Deposit** || CIMB | GCash Wallet || BPI | GCash Wallet || Maybank | Maybank GSav Account || UNO Bank | UNO Bank GSav Account || Cebuana Lhuillier Rural Bank | eC-Savings GSav Account |

If it has been **2 business days** and your funds are still not reflecting, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Rest assured that your funds are safe and secure.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't open an account in GSav. What do I do?](#)
- [I can't open my GSav account. What do I do?](#)
- [My GSav Regular Savings dashboard is not loading/not updated. What do I do?](#)

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I can't open my GSav account. What do I do?

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My GSav Regular Savings dashboard is not loading/not updated. What do I do?

- I made a withdrawal from my GSave account but it still has not been credited to my GCash wallet. What do I do?
- I can't open an account in GSave. What do I do?
- I can't open my GSave account. What do I do?
- I made a deposit to my GSave account but it still has not been credited to my account. What do I do?
- My GSave Regular Savings dashboard is not loading/not updated. What do I do?

30244088945817

Source: <https://help.gcash.com/hc/en-us/articles/30244088945817-I-made-a-deposit-to-my-GSave-account-but-it-still-has-not-been-credited-to-my-account-What-do-I-do>

I made a withdrawal from my GSave account but it still has not been credited to my GCash wallet What do I do {#i-made-a-withdrawal-from-my-gsave-account-but-it-still-has-not-been-credited-to-my-gcash-wallet-what-do-i-do}

Path: articles/40583365782041-I-made-a-withdrawal-from-my-GSave-account-but-it-still-has-not-been-credited-to-my-GCash-wallet-What-do-I-do

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- I made a withdrawal from my GSave account but it still has not been credited to my GCash wallet. What do I do?
- I can't open an account in GSave. What do I do?
- I can't open my GSave account. What do I do?
- I made a deposit to my GSave account but it still has not been credited to my account. What do I do?
- My GSave Regular Savings dashboard is not loading/not updated. What do I do?

Promoted articles

- What are the steps to get a Fully Verified GCash account?
- Accepted IDs for GCash Verification
- How do I send money to another GCash account?

If you have made a withdrawal from your GSave account and the funds have not been credited to your GCash Wallet, check if it appears in your GCash Transaction history.

If the withdrawal appears in your transaction history, the funds will be credited to your GCash Wallet **within 2 business days**, excluding weekends and holidays. You'll also receive an SMS notification once credited.

Refer to the table below to see where your funds will be credited in case your withdrawal did not reflect immediately:

| GSav Partner Bank | Withdrawal | | --- | --- | | CIMB | GCash Wallet | | BPI | BPI GSav Account | | Maybank | GCash Wallet | | UNO Bank | UNO Bank GSav Account | | Cebuana Lhuillier Rural Bank | eC-Savings GSav Account |

If it has been **2 business days** and your funds are still not reflecting, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Rest assured that your funds are safe and secure.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't open an account in GSav. What do I do?](#)
- [I can't open my GSav account. What do I do?](#)
- [My GSav Regular Savings dashboard is not loading/not updated. What do I do?](#)

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I can't open an account in GSav. What do I do?

- [I made a withdrawal from my GSav account but it still has not been credited to my GCash wallet. What do I do?](#)
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- [I made a deposit to my GSav account but it still has not been credited to my account. What do I do?](#)
- [My GSav Regular Savings dashboard is not loading/not updated. What do I do?](#)

40583365782041

Source: <https://help.gcash.com/hc/en-us/articles/40583365782041-I-made-a-withdrawal-from-my-GSave-account-but-it-still-has-not-been-credited-to-my-GCash-wallet-What-do-I-do>

I noticed unauthorized transactions in my GCash account What do I do {#i-noticed-unauthorized-transactions-in-my-gcash-account-what-do-i-do}

Path: articles/4416637093145-I-noticed-unauthorized-transactions-in-my-GCash-account-What-do-I-do

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Articles in this section

- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
- [Bakit na-hold ang GCash account ko?](#)
- [I forgot my GCash MPIN](#)
- [I want to change my GCash MPIN](#)
- [Paano mag troubleshoot ng GCash App issues](#)
- [How to troubleshoot GCash app issues](#)
- [I think I was scammed. What do I do?](#)
- [I noticed unauthorized transactions in my GCash account. What do I do?](#)
- [The GCash app keeps crashing or shows a white screen when I login](#)
- [I want to transact offline with GCash. What do I do?](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you notice unauthorized transaction items (unexpected charges, unauthorized money transfers, etc) in your [GCash Transaction History](#), follow these steps:

1. **Check all platforms where GCash is a linked payment method:** Make sure your subscriptions in social media accounts or e-commerce platforms are still active and accurate (i.e App Store, Google Play Store, Netflix, Spotify)
2. **Change your MPIN :** Secure your GCash account by changing your MPIN
3. **Report the transaction:** If you notice unfamiliar transactions in your GCash account, report them **within 15 days of the transaction date** then [click here to ask for help.](#)

What happens next

Check the status of your report from your GCash homepage by tapping **Profile > Help > Your Conversations**. A customer service representative will contact you within **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I want to change my GCash MPIN](#)
- [I think I was scammed. What do I do?](#)
- [Someone is trying to unlink my GCash account or requesting to register their phone](#)

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4416637093145

Source: <https://help.gcash.com/hc/en-us/articles/4416637093145-I-noticed-unauthorized-transactions-in-my-GCash-account-What-do-I-do>

I paid using my GCash Card but it's not reflecting yet What should I do {#i-paid-using-my-gcash-card-but-it-s-not-reflecting-yet-what-should-i-do}

Path: articles/30287118998041-I-paid-using-my-GCash-Card-but-it-s-not-reflecting-yet-What-should-I-do

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Articles in this section

- [I can't order a GCash Card. What do I do?](#)
- [My GCash Card has not been delivered yet after 10 days. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I want a refund for a purchase I made using my GCash Card](#)
- [I can't withdraw using my GCash Card. What do I do?](#)
- [My GCash Card got stuck in the ATM. What do I do?](#)
- [The ATM did not release any money after withdrawing using my GCash Card](#)
- [I can't link my GCash Card to my GCash account. What do I do?](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you've already made a payment using your GCash Card but it hasn't appeared in your account yet, follow these steps:

- **Wait for processing:** Payments may take **5-10 minutes** to reflect. Please allow this time for processing.

- **Check your confirmation:** Ensure that you've received a payment confirmation from both GCash and the merchant.
- **Contact the merchant:** If your payment still doesn't show up after 10 minutes, reach out to the merchant directly for assistance.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [I can't withdraw using my GCash Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [How much are the fees and transaction limits for my GCash Card?](#)
- [How can I pay using my GCash Card?](#)

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My GCash Card has not been delivered yet after 10 days. What do I do?

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I can't pay using my GCash VISA/Mastercard Card. What do I do?

- [I can't order a GCash Card. What do I do?](#)
- [My GCash Card has not been delivered yet after 10 days. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I want a refund for a purchase I made using my GCash Card](#)
- [I can't withdraw using my GCash Card. What do I do?](#)
- [My GCash Card got stuck in the ATM. What do I do?](#)
- [The ATM did not release any money after withdrawing using my GCash Card](#)
- [I can't link my GCash Card to my GCash account. What do I do?](#)
- [I can't deactivate my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card has been lost or stolen. What do I do?](#)
- [How do I transfer my linked GCash VISA/Mastercard Card to a new mobile number?](#)
- [I can't apply my GCash Card promo voucher when ordering a card. What do I do?](#)

30287118998041

Source: <https://help.gcash.com/hc/en-us/articles/30287118998041-I-paid-using-my-GCash-Card-but-it-s-not-reflecting-yet-What-should-I-do>

I received the wrong or incomplete load credit What do I do {#i-received-the-wrong-or-incomplete-load-credit-what-do-i-do}

Path: articles/30281354419865-I-received-the-wrong-or-incomplete-load-credit-What-do-I-do

ADVISORY:

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Articles in this section

- [I can't buy load using GCash. What do I do?](#)
- [I didn't receive my telco or non-telco load. What do I do?](#)
- [I bought load on GCash but entered the wrong number or details. What do I do?](#)
- [I received the wrong or incomplete load credit. What do I do?](#)
- [I was charged multiple times when I bought load on GCash. What do I do?](#)
- [The E-PIN I bought from GCash was invalid. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If the details you entered are correct but you received the wrong load credit or you did not receive all the inclusions in your load promo , **go to your GCash Transaction History** and select your load transaction.

Tap **Need Help? > I received a different load amount than what I bought** to file a ticket.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't buy load using GCash. What do I do?](#)
- [I didn't receive my telco or non-telco load. What do I do?](#)
- [I bought load on GCash but entered the wrong number or details. What do I do?](#)

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I bought load on GCash but entered the wrong number or details. What do I do?

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I was charged multiple times when I bought load on GCash. What do I do?

- [I can't buy load using GCash. What do I do?](#)
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30281354419865

Source: <https://help.gcash.com/hc/en-us/articles/30281354419865-I-received-the-wrong-or-incomplete-load-credit-What-do-I-do>

I see an error Your device has modified phone settings How can I log in {#i-see-an-error-your-device-has-modified-phone-settings-how-can-i-log-in}

Path: articles/38909344986393-I-see-an-error-Your-device-has-modified-phone-settings-How-can-I-log-in

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Articles in this section

- [I can't login to GCash because it says I have an "untrusted connection." What do I do?](#)
- [Are there other ways to log in to GCash?](#)
- [I can't log in to my GCash account. What do I do?](#)
- [Account Secure](#)
- [I want to use GCash on another phone or device](#)
- [I lost the SIM or phone where my GCash account is registered](#)
- [My phone got damaged or broken and I can't access GCash. What do I do?](#)
- [I uninstalled/reinstalled GCash or reset my registered phone](#)
- [I see an error "Your device has modified phone settings." How can I log in?](#)
- [I see an error - "Your device is jailbroken or rooted." How can I log in?](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Changing settings like allowing installs from "Unknown Sources" and turning on "Developer Options" can make your device less secure and increase the risk of malware, which could harm your GCash account and financial info.

To keep your GCash transactions safe, it's best to **keep these settings off**.

How to disable installs from Unknown Sources

Allowing downloads and installations from "Unknown Sources" may allow hacking or other threats to your personal information.

Disable installations from Unknown Sources in your phone settings by following the steps below:

1. Go to your phone Settings and search for “Unknown Sources/Apps” or “Untrusted Sources”. The location may vary depending on the device brand and model.
2. For all apps, toggle the button to disable this setting
3. Once disabled, force restart and try to open the GCash app again.

How to disable Developer Options

Developer Options enables you to adjust and configure your operating system for testing and applications. This setting is only applicable to Android devices.

Follow these steps to turn off Developer Options:

1. Go to your phone Settings and look for Developer Options
2. Toggle the button to turn off and disable Developer Options
3. Once disabled, force restart and try to open the GCash app again.

If the above steps are not applicable to you, it is best to reach out to the accredited service provider of your mobile device to have your device checked.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't log in to my GCash account. What do I do?](#)
- [I see an error - “Your device is jailbroken or rooted.” How can I log in?](#)
- [I can't log in to GCash because my device was detected as not secure](#)

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I uninstalled/reinstalled GCash or reset my registered phone

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I see an error - “Your device is jailbroken or rooted.” How can I log in?

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- [I uninstalled/reinstalled GCash or reset my registered phone](#)
- [I see an error "Your device has modified phone settings." How can I log in?](#)
- [I see an error - “Your device is jailbroken or rooted.” How can I log in?](#)
- [I can't log in to GCash because my device was detected as not secure](#)

38909344986393

Source: <https://help.gcash.com/hc/en-us/articles/38909344986393-I-see-an-error-Your-device-has-modified-phone-settings-How-can-I-log-in>

I see an error Your device is jailbroken or rooted How can I log in {#i-see-an-error-your-device-is-jailbroken-or-rooted-how-can-i-log-in}

Path: articles/38909055927577-I-see-an-error-Your-device-is-jailbroken-or-rooted-How-can-I-log-in

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Articles in this section

- [I can't login to GCash because it says I have an "untrusted connection." What do I do?](#)
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- [My phone got damaged or broken and I can't access GCash. What do I do?](#)
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- [I see an error "Your device has modified phone settings." How can I log in?](#)
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[See more](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Jailbroken or rooted devices pose security risks whenever you use your GCash app.
Jailbroken or rooted devices have their default security settings changed, and using such may put your personal information, including your social media and financial services access details, at risk.

We listed down some ways to find out if your device is jailbroken.

Tap for Android

To check if your Android device is rooted, please follow the steps below:

1. On your home screen, tap **Settings**
2. Select **About Phone**

3. Tap Status Information

4. If the Status Information indicates **OFFICIAL**, this means your device is **not rooted**

If the above steps are not applicable to you, it is best to **reach out to the accredited service provider** of your mobile device to have your device checked.

Tap for iOS

On your home screen, search if you have a third-party application for jailbreaking that is installed on your device.

If the above steps are not applicable to you, it is best to **reach out to the accredited service provider** of your mobile device to have your device checked.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't log in to my GCash account. What do I do?](#)
- [I see an error "Your device has modified phone settings." How can I log in?](#)
- [I can't log in to GCash because my device was detected as not secure](#)

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- [I see an error - "Your device is jailbroken or rooted." How can I log in?](#)
- [I can't log in to GCash because my device was detected as not secure](#)

38909055927577

Source: <https://help.gcash.com/hc/en-us/articles/38909055927577-I-see-an-error-Your-device-is-jailbroken-or-rooted-How-can-I-log-in>

I sent money from my GCash to another GCash account but the recipient didn't receive it. What should I do? {#i-sent-money-from-my-gcash-to-another-gcash-account}

but-the-recipient-didn-t-receive-it-what-should-i-do}

Path: articles/30245019590553-I-sent-money-from-my-GCash-to-another-GCash-account-but-the-recipient-didn-t-receive-it-What-should-I-do

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Articles in this section

- [What is the GCash Express Send Transaction Limit?](#)
- [Express Send Transaction Limit FAQS](#)
- [I've exceeded my Express Send transaction limit in GCash. What do I do?](#)
- [Someone sent me money from their GCash to my GCash account, but I didn't receive it. What should I do?](#)
- [I sent money to the wrong GCash account or number via Express Send. What should I do?](#)
- [I sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do?](#)
- [I can't send money to another GCash account. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you've sent money from your GCash to another GCash account but the recipient hasn't received it in **real-time**, check out the following:

1. **Confirm the Send Money Feature Used** Make sure to confirm which feature you used: **Send Money**(GCash to GCash), **Cash In** (Bank to GCash), or **Bank Transfer** (GCash to bank),
 2. **Verify the Recipient's Mobile Number** Double-check the mobile number of the person you sent money to.
3. **Check your GCash Wallet**
- If **no deduction** occurred, the transaction didn't go through. You can retry sending the money.
 - If your **GCash wallet was deducted**, [click here to ask for help](#). Our customer service representatives will verify your transaction and contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- I transferred money from my GCash account to a bank or other e-wallet, but it was not received. What do I do?
- I didn't receive my cash in/remittance in my GCash wallet. What do I do?
- My GSave withdrawal or deposit has not been reflected
- How do I send money to another GCash account?

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I sent money to the wrong GCash account or number via Express Send. What should I do?

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I can't send money to another GCash account. What do I do?

- What is the GCash Express Send Transaction Limit?
- Express Send Transaction Limit FAQS
- I've exceeded my Express Send transaction limit in GCash. What do I do?
- Someone sent me money from their GCash to my GCash account, but I didn't receive it. What should I do?
- I sent money to the wrong GCash account or number via Express Send. What should I do?
- I sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do?
- I can't send money to another GCash account. What do I do?

30245019590553

Source: [https://help.gcash.com/hc/en-us/articles/30245019590553-I-sent-money-from-my-GCash-to-another-GCash-account-but-the-recipient-didn't-receive-it-What-should-I-do](https://help.gcash.com/hc/en-us/articles/30245019590553-I-sent-money-from-my-GCash-to-another-GCash-account-but-the-recipient-didn-t-receive-it-What-should-I-do)

I sent money to the wrong GCash account or number via Express Send What should I do {#i-sent-money-to-the-wrong-gcash-account-or-number-via-express-send-what-should-i-do}

Path: articles/30244972048409-I-sent-money-to-the-wrong-GCash-account-or-number-via-Express-Send-What-should-I-do

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- What is the GCash Express Send Transaction Limit?
- Express Send Transaction Limit FAQS

- [I've exceeded my Express Send transaction limit in GCash. What do I do?](#)
- [Someone sent me money from their GCash to my GCash account, but I didn't receive it. What should I do?](#)
- [I sent money to the wrong GCash account or number via Express Send. What should I do?](#)
- [I sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

GCash transactions via **Send Money** are processed in real-time, and based on our [Terms & Conditions](#), we **cannot reverse or refund transactions** once they're completed. When you use Send Money, you are responsible for confirming the details of your transaction.

Steps you can take:

- **If you sent money to another person with a different number:** Contact the person and politely ask them to send your money back
- **If you sent money to your recipient's old or inactive number:** Please ask the recipient to [request to have the funds transferred to their active account](#).

Tips before Sending Money:

1. **Double-check** the recipient's mobile number and name before you confirm the transaction.
2. Use [Send Money via QR](#) to scan your recipient's unique QR code—this reduces the chance of errors.
3. Update your contact list and select your recipient from your **saved contacts or favorites**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I transferred from my GCash to the wrong bank account. What do I do?](#)
- [I cashed in to the wrong GCash account. What do I do?](#)
- [I think I was scammed. What do I do?](#)
- [I see an error when I try to send money to another GCash account. What do I do?](#)
- [How can I send money in GCash via QR code?](#)

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Someone sent me money from their GCash to my GCash account, but I didn't receive it. What should I do?

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I sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do?

- [What is the GCash Express Send Transaction Limit?](#)
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- [I sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do?](#)
- [I can't send money to another GCash account. What do I do?](#)

30244972048409

Source: <https://help.gcash.com/hc/en-us/articles/30244972048409-I-sent-money-to-the-wrong-GCash-account-or-number-via-Express-Send-What-should-I-do>

I still haven't received my GGives interest cashback after 14 days What should I do {#i-still-haven-t-received-my-ggives-interest-cashback-after-14-days-what-should-i-do}

Path: articles/39855101176729-I-still-haven-t-received-my-GGives-interest-cashback-after-14-days-What-should-I-do

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [Why am I not qualified for GGives?](#)
- [I am encountering an error in applying for GGives. What do I do?](#)
- [I already paid my GGives but it's not reflecting yet. What should I do?](#)
- [I can't make a payment for my GGives account. What do I do?](#)
- [I was charged multiple times for one GGives payment. What do I do?](#)
- [I still haven't received my GGives interest cashback after 14 days. What should I do?](#)
- [I was charged a penalty or additional fee even though I paid my GGives on time. What do I do?](#)
- [I have a concern with GGives' partner collection agencies. What should I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)

- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you paid your GGives dues in full and in advance before your last due date and have not received your interest cashback in your GCash wallet **14 business days** upon payment, you can:

1. Check if you have received an **SMS confirmation from GCash**
2. Look at your GCash transaction history if there's an amount adjustment

If there is no specified amount adjustment for your interest cashback within 14 business days, [click here to ask for help.](#)

A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Why am I not qualified for GGives?](#)
- [I was charged multiple times for one GGives payment. What do I do?](#)
- [I can't make a payment for my GGives account. What do I do?](#)

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[I was charged a penalty or additional fee even though I paid my GGives on time. What do I do?](#)

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- [I still haven't received my GGives interest cashback after 14 days. What should I do?](#)
- [I was charged a penalty or additional fee even though I paid my GGives on time. What do I do?](#)
- [I have a concern with GGives' partner collection agencies. What should I do?](#)

39855101176729

Source: <https://help.gcash.com/hc/en-us/articles/39855101176729-I-still-haven-t-received-my-GGives-interest-cashback-after-14-days-What-should-I-do>

I still haven't received my GLoan interest cashback after 14 days What should I do {#i-still-haven-t-received-my-gloan-interest-cashback-after-14-days-what-should-i-do}

Path: articles/39050895669145-I-still-haven-t-received-my-GLoan-interest-cashback-after-14-days-What-should-I-do

ADVISORY:

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Articles in this section

- [Why am I not eligible for GLoan?](#)
- [I am encountering an error in applying for GLoan. What do I do?](#)
- [I can't make a payment for my GLoan account. What do I do?](#)
- [I was charged multiple times for one GLoan payment. What do I do?](#)
- [I still haven't received my GLoan interest cashback after 14 days. What should I do?](#)
- [I was charged a penalty or additional fee even though I paid my GLoan on time. What do I do?](#)
- [I already paid my GLoan but it's not reflecting yet. What should I do?](#)
- [I have a concern with GLoan's partner collection agencies. What should I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you paid your GLoan dues in advance and have not received your interest cashback in your GCash wallet **14 business days** upon payment:

1. Make sure that you paid your entire GLoan amount in **full and before your last due date**
2. Check if you have received an **SMS confirmation from GCash**
3. Look at your GCash transaction history if there's an **amount adjustment**

If there is no specified amount adjustment for your interest cashback, [click here to ask for help.](#)

A customer service representative will contact you within **1-2 working days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- I already paid my GLoan but it's not reflecting yet. What should I do?
- I was charged multiple times for one GLoan payment. What do I do?
- I was charged a penalty or additional fee even though I paid my GLoan on time. What do I do?
- What happens when I pay my total GLoan outstanding balance in advance?

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39050895669145

Source: <https://help.gcash.com/hc/en-us/articles/39050895669145-I-still-haven-t-received-my-GLoan-interest-cashback-after-14-days-What-should-I-do>

I think I was scammed What do I do {#i-think-i-was-scammed-what-do-i-do}

Path: articles/4413295284377-I-think-I-was-scammed-What-do-I-do

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Articles in this section

- Parang na-scam ako sa GCash. Ano ang dapat gawin?
- Bakit na-hold ang GCash account ko?
- I forgot my GCash MPIN
- I want to change my GCash MPIN
- Paano mag troubleshoot ng GCash App issues
- How to troubleshoot GCash app issues
- I think I was scammed. What do I do?
- I noticed unauthorized transactions in my GCash account. What do I do?

- [The GCash app keeps crashing or shows a white screen when I login](#)
- [I want to transact offline with GCash. What do I do?](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

A scam transaction involves another person tricking you into sending them money. If you think you've encountered a scam transaction and used GCash, follow these steps:

1. **Report to government authorities:** Report the scam to authorities such as the PNP or NBI and block the scammer on SMS or social media
2. **Report to GCash:** Prepare all the important details and screenshots then [click here to ask for help.](#)

What happens after I report the scam?

One of our customer service representatives will review your report, including the details of the scammer you've reported. Please note however that **we will no longer be able to return the funds to you.**

Check the status of your report from your GCash homepage by tapping **Profile > Help > Your Conversations.** A customer service representative will contact you within **24 hours.**

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How to troubleshoot GCash app issues

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I noticed unauthorized transactions in my GCash account. What do I do?

- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
- [Bakit na-hold ang GCash account ko?](#)
- [I forgot my GCash MPIN](#)
- [I want to change my GCash MPIN](#)
- [Paano mag troubleshoot ng GCash App issues](#)
- [How to troubleshoot GCash app issues](#)
- [I think I was scammed. What do I do?](#)
- [I noticed unauthorized transactions in my GCash account. What do I do?](#)
- [The GCash app keeps crashing or shows a white screen when I login](#)
- [I want to transact offline with GCash. What do I do?](#)
- [How to set up GCash Biometrics Login](#)
- [How to set up GCash account security questions](#)
- [My front camera is broken. How can I use GCash?](#)
- [The selfie scan in GCash is not working. What do I do?](#)
- [Someone is trying to register a new phone on my account. What do I do?](#)
- [Ano ang GCash DoubleSafe?](#)

- [What is GCash DoubleSafe?](#)
- [Device Security](#)

4413295284377

Source: <https://help.gcash.com/hc/en-us/articles/4413295284377-I-think-I-was-scammed-What-do-I-do>

I topped up my GCrypto wallet but it has not been reflected yet What do I do {#i-topped-up-my-gcrypto-wallet-but-it-has-not-been-reflected-yet-what-do-i-do}

Path: articles/31309647263001-I-topped-up-my-GCrypto-wallet-but-it-has-not-been-reflected-yet-What-do-I-do

ADVISORY:

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Articles in this section

- [My crypto transaction has not been reflected in my GCrypto Wallet. What do I do?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
- [I topped up my GCrypto wallet but it has not been reflected yet. What do I do?](#)
- [I can't access my GCrypto account. What do I do?](#)
- [I can't buy/sell on GCrypto. What do I do?](#)
- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [I can't open an account in GCrypto. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you're having trouble topping up in GCrypto, it might be caused by one of the following reasons:

1. **Insufficient Funds:** Ensure that your GCash account has enough balance for your top-up.
2. **Exceeded Limits:** Check if you've reached your [GCash Wallet and Transaction Limits](#).
3. **OTP Issue:** If you're not receiving your One-Time-Pin (OTP), make sure your email address is updated and try again.

Your top-up will be automatically credited to your GCrypto wallet within **2 business days**.

If you didn't receive your top-up after **2 business days**, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How much are the transaction limits for the GCrypto Trading Wallet?](#)
- [How can I top up my GCrypto Trading Wallet?](#)
- [How can I withdraw from my GCrypto Trading Wallet?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
- [I can't buy/sell on GCrypto. What do I do?](#)

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I can't send or receive crypto in GCrypto. What do I do?

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- [My crypto transaction has not been reflected in my GCrypto Wallet. What do I do?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
- [I topped up my GCrypto wallet but it has not been reflected yet. What do I do?](#)
- [I can't access my GCrypto account. What do I do?](#)
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- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [I can't open an account in GCrypto. What do I do?](#)

31309647263001

Source: <https://help.gcash.com/hc/en-us/articles/31309647263001-I-topped-up-my-GCrypto-wallet-but-it-has-not-been-reflected-yet-What-do-I-do>

I topped up my GStocks PH Wallet but it has not been reflected yet What do I do {#i-topped-up-my-gstocks-ph-wallet-but-it-has-not-been-reflected-yet-what-do-i-do}

Path: articles/31221859259417-I-topped-up-my-GStocks-PH-Wallet-but-it-has-not-been-reflected-yet-What-do-I-do

ADVISORY:

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Articles in this section

- [I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?](#)
- [My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?](#)
- [I can't access my GStocks PH account. What do I do?](#)
- [I can't open an account in GStocks PH. What do I do?](#)
- [How can I follow up on my GStocks PH account?](#)
- [I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?](#)
- [I can't buy or sell in GStocks PH. What do I do?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)
- [My GStocks PH buy or sell order was rejected. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Your GStocks PH Wallet top-up transaction should be credited within **2 business days**. You may check your GStocks PH Dashboard or GCash transaction history after this period.

Check your GStocks PH Wallet Credit Limit

1. On your GStocks PH Dashboard tap **Buy/Sell**
2. Tap **Portfolio > Credit Limits**

If your top-up did not reflect in your GStocks PH Trading Wallet after **2 business days**, [click here to ask for help](#).

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I buy PH stocks in GStocks PH?](#)
- [How can I sell PH stocks in GStocks PH?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)
- [My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?](#)

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How can I follow up on my GStocks PH account?

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I can't buy or sell in GStocks PH. What do I do?

- [I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?](#)
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- [I can't access my GStocks PH account. What do I do?](#)
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- [I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?](#)
- [I can't buy or sell in GStocks PH. What do I do?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)
- [My GStocks PH buy or sell order was rejected. What do I do?](#)

31221859259417

Source: <https://help.gcash.com/hc/en-us/articles/31221859259417-I-topped-up-my-GStocks-PH-Wallet-but-it-has-not-been-reflected-yet-What-do-I-do>

I transferred money from my GCash account to a bank or another e wallet but it was not received What do I do {#i-transferred-money-from-my-gcash-account-to-a-bank-or-another-e-wallet-but-it-was-not-received-what-do-i-do}

Path: articles/31987307617945-I-transferred-money-from-my-GCash-account-to-a-bank-or-another-e-wallet-but-it-was-not-received-What-do-I-do

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [Someone transferred to my bank using their GCash, but I didn't receive it](#)
- [I transferred money from my GCash account to a bank or another e-wallet, but it was not received. What do I do?](#)
- [I accidentally transferred from my GCash to the wrong bank account. What do I do?](#)
- [I can't transfer money to another bank using GCash. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Note: The information below applies to cases where bank transfers from your GCash wallet to other bank accounts or e-wallets were not received.

- For transfers initiated from your Bank App or E-Wallet to top up/cash in your GCash wallet, please refer to [this Cash In article](#)

- For transfer or withdrawal from your GSave account to GCash wallet, please refer to [this GSave article](#)
- For transactions made by scanning QR of merchant, please refer to [this Scan to Pay article](#)

Important Notice for Customers Who Transferred Money to BDO:

We're aware of an ongoing issue where some transfers from GCash to BDO were not received. Our team is actively working with BDO to resolve this. We ensure your funds are safe and will be refunded as soon as possible.

Sometimes, bank transfers from your GCash Wallet may be delayed due to **system timeouts or scheduled/unscheduled maintenance**. We work with our partner banks daily to identify failed transactions and process the crediting.

If there's a problem with your bank transfer, you will receive an SMS notifying you that the money will either be:

- Returned to your GCash Wallet within **1-2 business days**, or
- Credited to the receiver's Bank Account within **3-5 business days**

*Weekends and holidays are not included

Note:

In cases of failed/unsuccessful Bank Transfer transactions, the total amount, including fees, will be credited back to your GCash account.

If you do not see the money returned to your GCash wallet or credited to the recipient's account after **5 business days**, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do?](#)
- [I didn't receive my cash in/remittance in my GCash wallet](#)
- [Someone transferred to my bank using their GCash, but I didn't receive it.](#)
- [I cannot transfer money to another bank using GCash. What do I do?](#)
- [My GSave withdrawal or deposit has not been reflected](#)

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I accidentally transferred from my GCash to the wrong bank account. What do I do?

- [Someone transferred to my bank using their GCash, but I didn't receive it](#)
- [I transferred money from my GCash account to a bank or another e-wallet, but it was not received. What do I do?](#)
- [I accidentally transferred from my GCash to the wrong bank account. What do I do?](#)

- [I can't transfer money to another bank using GCash. What do I do?](#)

31987307617945

Source: <https://help.gcash.com/hc/en-us/articles/31987307617945-I-transferred-money-from-my-GCash-account-to-a-bank-or-another-e-wallet-but-it-was-not-received-What-do-I-do>

I transferred money or cashed in from a bank or e wallet but I didn t receive the money What do I do {#i-transferred-money-or-cashed-in-from-a-bank-or-e-wallet-but-i-didn-t-receive-the-money-what-do-i-do}

Path: articles/28525930255769-I-transferred-money-or-cashed-in-from-a-bank-or-e-wallet-but-I-didn-t-receive-the-money-What-do-I-do

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [Why does my bank account unlink from GCash even though I already linked it before?](#)
- [I cashed in using international remittance but I didn't receive the money. What do I do?](#)
- [What are the GCash Cash In fees I need to know about?](#)
- [I cashed in to the wrong GCash account. What can I do?](#)
- [I transferred money or cashed in from a bank or e-wallet but I didn't receive the money. What do I do?](#)
- [I cannot link my bank to GCash. What do I do?](#)
- [I can't cash in to my GCash wallet. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you cashed in from a local bank (e.g., BPI, Unionbank, BDO, Metrobank) or e-wallet but didn't receive the money in your GCash account, please follow these steps if the money doesn't appear after 2 business days:

1. **Check GCash Transaction History or App Inbox:** Sometimes transactions take time to reflect. Check back with your GCash Transaction History after a while.

2. **Verify Mobile Number:** Ensure you cashed in or sent money to the correct mobile number. If incorrect, contact the bank to request a refund. GCash does not control refund decisions.
3. **Check Wallet Limits:** If you've exceeded your GCash wallet limits, the money may bounce back to the bank. [Learn more about Wallet and Transaction Limits](#).
4. **Check Transaction Status:** Check the bank/e-wallet's app for the status of the transaction in the transaction history or notifications.

Cash In via Linked Accounts in GCash App

If you used linked accounts for cashing in through the GCash app:

Check for Error Messages: Sometimes errors occur during the process. Verify if any error messages were missed. Retry cashing in if your transaction is not in the Transaction History.

If you still haven't received your money after following all of the steps above, [click here to ask for help](#). Our support team will contact you in **24 hours**.

Looking for something else?

- For transfers initiated from GCash App to Bank App or E-Wallet: [Bank or E-Wallet Transfer Issues](#)
- For transfer or withdrawal from GSave account to GCash wallet: [GSave Deposit Issues](#)
- For sending money to another GCash account: [Send Money Issues](#)

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I cashed in using international remittance but I didn't receive the money. What do I do?](#)
- [Who are the official remittance partners of GCash?](#)
- [What are the GCash Cash In fees I need to know about?](#)
- [I cannot link my bank to GCash. What do I do?](#)
- [I cashed in to the wrong GCash account. What do I do?](#)

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I cashed in to the wrong GCash account. What can I do?

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I cannot link my bank to GCash. What do I do?

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- [What are the GCash Cash In fees I need to know about?](#)
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- [I transferred money or cashed in from a bank or e-wallet but I didn't receive the money. What do I do?](#)

- [I cannot link my bank to GCash. What do I do?](#)
- [I can't cash in to my GCash wallet. What do I do?](#)

28525930255769

Source: <https://help.gcash.com/hc/en-us/articles/28525930255769-I-transferred-money-or-cashed-in-from-a-bank-or-e-wallet-but-I-didn-t-receive-the-money-What-do-I-do>

I uninstalled/reinstalled GCash or reset my registered phone {#i-uninstalled-reinstalled-gcash-or-reset-my-registered-phone}

Path: articles/36303160737049-I-uninstalled-reinstalled-GCash-or-reset-my-registered-phone

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [I can't login to GCash because it says I have an "untrusted connection." What do I do?](#)
- [Are there other ways to log in to GCash?](#)
- [I can't log in to my GCash account. What do I do?](#)
- [Account Secure](#)
- [I want to use GCash on another phone or device](#)
- [I lost the SIM or phone where my GCash account is registered](#)
- [My phone got damaged or broken and I can't access GCash. What do I do?](#)
- [I uninstalled/reinstalled GCash or reset my registered phone](#)
- [I see an error "Your device has modified phone settings." How can I log in?](#)
- [I see an error - "Your device is jailbroken or rooted." How can I log in?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you uninstall and reinstall the GCash app on your device or clear your app cache, you'll see a message that says, "It looks like you uninstalled GCash or cleared your app data." Watch the video below to learn what to do if you uninstalled/reinstalled GCash or reset your registered phone.

‘Di maka-login kahit nag-uninstall at reinstall na ng GCash? - YouTube

GCash

285K subscribers

‘Di maka-login kahit nag-uninstall at reinstall na ng GCash?

GCash

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Watch on YouTube

Follow the steps below to access your GCash if you uninstalled/reinstalled GCash:

1. Log in to your GCash app
2. Tap **I want to register this phone.**
3. Take the selfie scan or enter your OTP

You'll receive an SMS once your phone has been successfully registered.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Account Secure](#)
- [I want to use GCash on another phone or device](#)
- [I lost the SIM or phone where my GCash account is registered](#)
- [My phone got damaged or broken and I can't access GCash. What do I do?](#)
- [Someone is trying to unlink my GCash account or requesting to register their phone](#)

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My phone got damaged or broken and I can't access GCash. What do I do?

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I see an error "Your device has modified phone settings." How can I log in?

- [I can't login to GCash because it says I have an "untrusted connection." What do I do?](#)
- [Are there other ways to log in to GCash?](#)
- [I can't log in to my GCash account. What do I do?](#)
- [Account Secure](#)
- [I want to use GCash on another phone or device](#)
- [I lost the SIM or phone where my GCash account is registered](#)
- [My phone got damaged or broken and I can't access GCash. What do I do?](#)
- [I uninstalled/reinstalled GCash or reset my registered phone](#)
- [I see an error "Your device has modified phone settings." How can I log in?](#)
- [I see an error - "Your device is jailbroken or rooted." How can I log in?](#)
- [I can't log in to GCash because my device was detected as not secure](#)

36303160737049

Source: <https://help.gcash.com/hc/en-us/articles/36303160737049-I-uninstalled-reinstalled-GCash-or-reset-my-registered-phone>

I used GCash Watch Pay but the merchant didn't receive the payment and or SMS confirmation What should I do {#i-used-gcash-watch-pay-but-the-merchant-didn-t-receive-the-payment-and-or-sms-confirmation-what-should-i-do}

Path: articles/40997758112793-I-used-GCash-Watch-Pay-but-the-merchant-didn-t-receive-the-payment-and-or-SMS-confirmation-What-should-I-do

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Articles in this section

- [GCash Watch Pay](#)
- [I was charged more than once when I used GCash Watch Pay. What do I do?](#)
- [I can't pay using GCash Watch Pay. What should I do?](#)
- [I used GCash Watch Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If the merchant did not receive the payment and/or SMS confirmation, please check your [transaction history](#).

If it is reflected in your transaction history or the merchant did not receive confirmation via the POS terminal, [click here to ask for help](#).

Need more Help?

For other inquiries or concerns, check out the following articles:

- [GCash Watch Pay](#)
- [I can't pay using GCash Watch Pay. What should I do?](#)
- [I was charged more than once when I used GCash Watch Pay. What do I do?](#)

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- [GCash Watch Pay](#)
- [I was charged more than once when I used GCash Watch Pay. What do I do?](#)
- [I can't pay using GCash Watch Pay. What should I do?](#)
- [I used GCash Watch Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)

40997758112793

Source: <https://help.gcash.com/hc/en-us/articles/40997758112793-I-used-GCash-Watch-Pay-but-the-merchant-didn-t-receive-the-payment-and-or-SMS-confirmation-What-should-I-do>

I used Tap N Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?

Path: articles/39131881310489-I-used-Tap-N-Pay-but-the-merchant-didn-t-receive-the-payment-and-or-SMS-confirmation-What-should-I-do

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- [How do I use and activate Tap N' Pay?](#)
- [I can't pay using GCash Tap N' Pay. What should I do?](#)
- [I used Tap N' Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)
- [I was charged more than once when I used Tap N' Pay. What do I do?](#)

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- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If the merchant did not receive the payment and/or SMS, please check your [GCash Transaction history](#).

If it is reflected in your transaction history or the merchant did not receive confirmation via the POS terminal, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more help?

For other inquiries and concerns, check out the following articles:

- [GCash Tap N' Pay](#)
- [I can't pay using GCash Tap N' Pay. What should I do?](#)
- [I was charged more than once when I used Tap to Pay. What do I do?](#)

[Previous](#)

I can't pay using GCash Tap N' Pay. What should I do?

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I was charged more than once when I used Tap N' Pay. What do I do?

- [How do I use and activate Tap N' Pay?](#)
- [I can't pay using GCash Tap N' Pay. What should I do?](#)
- [I used Tap N' Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)
- [I was charged more than once when I used Tap N' Pay. What do I do?](#)

39131881310489

Source: [https://help.gcash.com/hc/en-us/articles/39131881310489-I-used-Tap-N-Pay-but-the-merchant-didn't-receive-the-payment-and-or-SMS-confirmation-What-should-I-do](https://help.gcash.com/hc/en-us/articles/39131881310489-I-used-Tap-N-Pay-but-the-merchant-didn-t-receive-the-payment-and-or-SMS-confirmation-What-should-I-do)

I've exceeded my Express Send transaction limit in GCash. What do I do? {#i-ve-exceeded-my-express-send-transaction-limit-in-gcash-what-do-i-do}

Path: articles/44142420527257-I-ve-exceeded-my-Express-Send-transaction-limit-in-GCash-What-do-I-do

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Articles in this section

- [What is the GCash Express Send Transaction Limit?](#)
- [Express Send Transaction Limit FAQS](#)
- [I've exceeded my Express Send transaction limit in GCash. What do I do?](#)
- [Someone sent me money from their GCash to my GCash account, but I didn't receive it. What should I do?](#)
- [I sent money to the wrong GCash account or number via Express Send. What should I do?](#)
- [I sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do?](#)
- [I can't send money to another GCash account. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you see the prompt, “This transaction exceeds your Express Send Transaction limit,” it means you’ve reached your Express Send transaction limit for the month.

GCash limits the number of times you can use Express Send in a month based on its [Terms & Conditions](#).

Your limit will reset on the first day of each month so that you can send or receive money via Express Send next month.

If you need to transfer funds to another GCash account immediately, you can:

- Add funds to your GCash wallet via [Cash In](#)
- Transfer funds to a bank account or e-wallet via [Bank Transfer](#) If you are a merchant and want to use GCash without transaction limits, we encourage you to sign up for a [GCash Pera Outlet](#) account .

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I increase my GCash wallet and transaction limits?](#)
- [How do I transfer money to a bank/e-wallet from my GCash account?](#)
- [I can't transfer money to another bank using GCash. What do I do?](#)

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Someone sent me money from their GCash to my GCash account, but I didn't receive it. What should I do?

- [What is the GCash Express Send Transaction Limit?](#)
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- [I sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do?](#)
- [I can't send money to another GCash account. What do I do?](#)

44142420527257

Source: <https://help.gcash.com/hc/en-us/articles/44142420527257-I-ve-exceeded-my-Express-Send-transaction-limit-in-GCash-What-do-I-do>

I want a refund for a purchase I made using my GCash Card {#i-want-a-refund-for-a-purchase-i-made-using-my-gcash-card}

Path: articles/30287224565657-I-want-a-refund-for-a-purchase-I-made-using-my-GCash-Card

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Articles in this section

- [I can't order a GCash Card. What do I do?](#)
- [My GCash Card has not been delivered yet after 10 days. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I want a refund for a purchase I made using my GCash Card](#)
- [I can't withdraw using my GCash Card. What do I do?](#)
- [My GCash Card got stuck in the ATM. What do I do?](#)
- [The ATM did not release any money after withdrawing using my GCash Card](#)
- [I can't link my GCash Card to my GCash account. What do I do?](#)

[See more](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

To request a refund or resolve a dispute for a purchase made with your GCash Card, here's what to do:

Contact the Merchant

Please **reach out to the merchant directly** for any refund or dispute requests. Our payment networks like MasterCard and Visa typically give partner merchants **7-15 days to settle these transactions**.

Should you need further assistance such as if the merchant is not responsive, you may [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- I paid using my GCash Card but it's not reflecting yet. What should I do?
- How can I pay using my GCash Card?
- I can't pay using my GCash VISA/Mastercard Card. What do I do?
- How much are the fees and transaction limits for my GCash Card?

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My GCash Card is not being accepted by a merchant for payment. What do I do?

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I can't withdraw using my GCash Card. What do I do?

- I can't order a GCash Card. What do I do?
- My GCash Card has not been delivered yet after 10 days. What do I do?
- I paid using my GCash Card but it's not reflecting yet. What should I do?
- I can't pay using my GCash VISA/Mastercard Card. What do I do?
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- The ATM did not release any money after withdrawing using my GCash Card
- I can't link my GCash Card to my GCash account. What do I do?
- I can't deactivate my GCash VISA/Mastercard Card. What do I do?
- My GCash Card has been lost or stolen. What do I do?
- How do I transfer my linked GCash VISA/Mastercard Card to a new mobile number?
- I can't apply my GCash Card promo voucher when ordering a card. What do I do?

30287224565657

Source: <https://help.gcash.com/hc/en-us/articles/30287224565657-I-want-a-refund-for-a-purchase-I-made-using-my-GCash-Card>

I want a refund for my online payment or subscription using my GCash account Where can I get it {#i-want-a-refund-for-my-online-payment-or-subscription-using-my-gcash-account-where-can-i-get-it}

Path: articles/45496741233817-I-want-a-refund-for-my-online-payment-or-subscription-using-my-GCash-account-Where-can-I-get-it

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Articles in this section

- [I want a refund for my online payment or subscription using my GCash account. Where can I get it?](#)
- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)
- [I entered incorrect details in my GCash online payment or subscription. What should I do?](#)
- [How can I pay online using GCash?](#)
- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
- [How do I unlink and link GCash to Grab as my payment method?](#)
- [How do I cancel my subscription or unlink my GCash account to a merchant?](#)
- [I cannot proceed with my online subscription or GCash payment. What should I do?](#)
- [My GCash account was charged for an online payment or subscription I don't recognize. What should I do?](#)
- [My online subscription or GCash payment did not reflect. What should I do?](#)

[See more](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you want refunds with your online payment or subscription, please contact the merchant directly for assistance.

Merchants can assist with refunds, provide updates on your order, or clarify transaction details.

If you see an unfamiliar charge on your account, it might be linked to a previous subscription or free trial with auto-debit from platforms like Google Play Store or Apple Store.

Here's what you can do:

- **Review Subscriptions:** Regularly check your apps for any active subscriptions or auto-payments.
- **Identify Unauthorized Charges:** If you don't have any subscriptions, read more about how to [spot and report unauthorized transactions](#).

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
- [How do I cancel my subscription or unlink my GCash account to a merchant?](#)
- [I entered incorrect details in my Gcash online payment or subscription. What should I do?](#)

- I was charged more than once for my online payment or subscription in my GCash account. What should I do?

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I was charged more than once for my online payment or subscription in my GCash account. What should I do?

- I want a refund for my online payment or subscription using my GCash account. Where can I get it?
- I was charged more than once for my online payment or subscription in my GCash account. What should I do?
- I entered incorrect details in my GCash online payment or subscription. What should I do?
- How can I pay online using GCash?
- I have a problem with my order or service from my online subscription or GCash payment. What should I do?
- How do I unlink and link GCash to Grab as my payment method?
- How do I cancel my subscription or unlink my GCash account to a merchant?
- I cannot proceed with my online subscription or GCash payment. What should I do?
- My GCash account was charged for an online payment or subscription I don't recognize. What should I do?
- My online subscription or GCash payment did not reflect. What should I do?
- How to pay your SPay Later dues with GCash

45496741233817

Source: <https://help.gcash.com/hc/en-us/articles/45496741233817-I-want-a-refund-for-my-online-payment-or-subscription-using-my-GCash-account-Where-can-I-get-it>

I want to change my GCash MPIN {#i-want-to-change-my-gcash-mpin}

Path: articles/35221433022361-I-want-to-change-my-GCash-MPIN

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Articles in this section

- Parang na-scam ako sa GCash. Ano ang dapat gawin?
- Bakit na-hold ang GCash account ko?
- I forgot my GCash MPIN
- I want to change my GCash MPIN
- Paano mag troubleshoot ng GCash App issues
- How to troubleshoot GCash app issues

- [I think I was scammed. What do I do?](#)
- [I noticed unauthorized transactions in my GCash account. What do I do?](#)
- [The GCash app keeps crashing or shows a white screen when I login](#)
- [I want to transact offline with GCash. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Learn how to change your GCash MPIN. To keep your account safe, **change your GCash MPIN every 3 months.**

Note:

Your MPIN is different from your GCash Card PIN. To learn how to reset your GCash Card MPIN, [click here](#).

Learn how to change your MPIN below:

1. On your GCash homepage, tap **Profile > Settings**
2. Tap **Change MPIN**
3. Enter your current MPIN
4. Set and verify your new MPIN then tap **Submit**

You will be led to a page that confirms the change of your MPIN.

Need more Help?

For other inquiries or concerns, check out the following articles.

- 👉 [I want to change my GCash MPIN](#)
- 👉 [I can't log in to my GCash account. What do I do?](#)
- 👉 [How to set up GCash Biometrics Login](#)
- 👉 [I can't log in to GCash because my device was detected as not secure](#)
- 👉 [I want to use GCash on another phone or device](#)

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Paano mag troubleshoot ng GCash App issues

- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
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- [Paano mag troubleshoot ng GCash App issues](#)
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- [I think I was scammed. What do I do?](#)
- [I noticed unauthorized transactions in my GCash account. What do I do?](#)
- [The GCash app keeps crashing or shows a white screen when I login](#)
- [I want to transact offline with GCash. What do I do?](#)
- [How to set up GCash Biometrics Login](#)
- [How to set up GCash account security questions](#)
- [My front camera is broken. How can I use GCash?](#)
- [The selfie scan in GCash is not working. What do I do?](#)
- [Someone is trying to register a new phone on my account. What do I do?](#)
- [Ano ang GCash DoubleSafe?](#)
- [What is GCash DoubleSafe?](#)
- [Device Security](#)

35221433022361

Source: <https://help.gcash.com/hc/en-us/articles/35221433022361-I-want-to-change-my-GCash-MPIN>

I want to change my mobile number linked to my GCash account {#i-want-to-change-my-mobile-number-linked-to-my-gcash-account}

Path: articles/9059222758041-I-want-to-change-my-mobile-number-linked-to-my-GCash-account

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Articles in this section

- [I want to update my address or work information in GCash](#)
- [I want to update my GCash email address](#)
- [I want to update my name or birthdate in my GCash account](#)
- [I want to change my mobile number linked to my GCash account](#)
- [My GCash account is on hold. How can I access my account?](#)
- [I was Fully Verified, why was my GCash account downgraded to a basic account?](#)
- [GScore](#)
- [How do I transfer money and services from my old GCash account to my new one?](#)
- [How do I claim my money from a suspended GCash Basic account?](#)

- Why was my GCash account deactivated?

[See more](#)

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- What are the steps to get a Fully Verified GCash account?
- Accepted IDs for GCash Verification
- How do I send money to another GCash account?

To update your number registered in GCash, you have to:

1. Create a GCash account with the new number and have it Fully Verified.
2. Request to transfer the linked accounts/ services from the old number to the new number.

Things to know before changing your mobile number linked to GCash

1. GCash can only transfer the linked accounts/services if the **old number is also fully verified**.
2. The following products and services will not be transferred to your new number:
 - Previous Transaction history
 - GScore
 - GForest
 - Piggy Bank
3. Your old number will be closed in our records, and you will no longer be able to access the account.

How to request for transfer of GCash services to new GCash number

1. Take a photo of one valid ID. Below is the list of IDs that you can submit:

- National ID (Card Type)
- National ID (Paper Type) / Digital National ID
- Passport
- HDMF (Pag-Ibig Loyalty Plus)
- Driver's License
- Philippine Postal ID
- PRC ID
- UMID
- SSS ID
- Student ID (only applicable for GCash Jr. accountholders)
- Alien Certificate of Registration (ACR)
- Special Resident Retiree's Visa (SRRV)
- DFA/Diplomat ID
- Alien Employment Permit

2. Take a clear photo of yourself holding your valid ID.

3. Submit the request [here](#) and attach the photo of the valid ID and the photo of your selfie.

The transfer of Wallet Balance and GCash services to the new number will take up to 14 calendar days to complete.

|||| --- | --- || **Recovery Period | GCash Product/Service** || Within 48 hours | Wallet balance || Within 14 days | GStocks PH, GSave (All banks), GCash Card, GCash Pera Outlet, GCrypto, GLoan, GCredit, GGives, GInsure |

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I want to update my account information in GCash](#)
- [I want to change my GCash MPIN](#)
- [Why did I receive a notification to update my GCash account information?](#)

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I want to update my name or birthdate in my GCash account

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My GCash account is on hold. How can I access my account?

- [I want to update my address or work information in GCash](#)
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- [How do I claim my money from a suspended GCash Basic account?](#)
- [Why was my GCash account deactivated?](#)
- [Privacy Choices Dashboard](#)
- [SIM Card Registration Frequently Asked Questions](#)
- [Can I create a GCash account if I did not register my SIM Card?](#)
- [The GCash SSO \(Single Sign-On\) is not working. What do I do?](#)
- [How do I delete or close my GCash account?](#)

9059222758041

Source: <https://help.gcash.com/hc/en-us/articles/9059222758041-I-want-to-change-my-mobile-number-linked-to-my-GCash-account>

I want to request a refund or cancellation for my GLife payment What do I do {#i-want-to-request-a-refund-or-cancellation-for-my-glife-payment-what-do-i-do}

Path: articles/35430677956761-I-want-to-request-a-refund-or-cancellation-for-my-GLife-payment-What-do-I-do

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Articles in this section

- [My GLife voucher is not working. What do I do?](#)
- [I withdrew money from a game in GLife, but it hasn't been reflected in my GCash wallet. What do I do?](#)
- [I deposited money into a game on GLife, but now I can't open it. What should I do?](#)
- [Quick Rewards by Hustle PH](#)
- [GCash Travel+](#)
- [What is GLife?](#)
- [I can't make a payment in GLife. What do I do?](#)
- [I can't access or open GLife. What do I do?](#)
- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

All confirmed orders with GLife merchants are final. If you need to cancel a transaction or request a refund, the decision will depend on the merchant's policy.

To request a refund or cancellation for your GLife payment, contact the partner merchant in GLife by tapping the three dots on the upper right of the merchant page.

If you can't contact the merchant, please [click here to ask for help](#). A customer service representative will contact you in **24-48 hours**.

If you didn't receive what you paid for or were charged multiple times, contact the merchant or store directly to resolve the issue promptly.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't make a payment in GLife. What do I do?](#)
- [I can't access or open GLife. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)

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I can't access or open GLife. What do I do?

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I'm experiencing issues with Cashback by Findshare. What do I do?

- [My GLife voucher is not working. What do I do?](#)
- [I withdrew money from a game in GLife, but it hasn't been reflected in my GCash wallet. What do I do?](#)
- [I deposited money into a game on GLife, but now I can't open it. What should I do?](#)
- [Quick Rewards by Hustle PH](#)
- [GCash Travel+](#)
- [What is GLife?](#)
- [I can't make a payment in GLife. What do I do?](#)
- [I can't access or open GLife. What do I do?](#)
- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)
- [What is Sharetreets in GLife?](#)

35430677956761

Source: <https://help.gcash.com/hc/en-us/articles/35430677956761-I-want-to-request-a-refund-or-cancellation-for-my-GLife-payment-What-do-I-do>

I want to transact offline with GCash What do I do {#i-want-to-transact-offline-with-gcash-what-do-i-do}

Path: articles/38911689985049-I-want-to-transact-offline-with-GCash-What-do-I-do

ADVISORY:

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Articles in this section

- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
- [Bakit na-hold ang GCash account ko?](#)
- [I forgot my GCash MPIN](#)
- [I want to change my GCash MPIN](#)
- [Paano mag troubleshoot ng GCash App issues](#)
- [How to troubleshoot GCash app issues](#)
- [I think I was scammed. What do I do?](#)
- [I noticed unauthorized transactions in my GCash account. What do I do?](#)

- The GCash app keeps crashing or shows a white screen when I login
- I want to transact offline with GCash. What do I do?

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- What are the steps to get a Fully Verified GCash account?
- Accepted IDs for GCash Verification
- How do I send money to another GCash account?

If you are unable to access your GCash app but need to perform transactions, here are your options:

Cash Out via Over-the-Counter or ATM

- **Over-the-Counter (OTC) Partners:** Visit any OTC partner outlet. Provide your mobile number, the amount to cash out, and a valid ID.
- **ATM Withdrawal:** If you have a GCash card linked to your account, you can withdraw funds at any ATM.

Pay GLoan, GCredit, or GGives Dues

- **Auto-Deduction:** Loan payments will be automatically deducted from your GCash wallet if you have sufficient funds. You'll receive an SMS notification after each deduction.
- **Offline Payment Partners:** Pay your dues through partner banks and centers by choosing "Fuse Financing Inc." as the biller and providing the account number as follows:

| **Payment Partner** | **Account Number** | | --- | --- | | Bank of the Philippine Islands | Loan Account ID (Found in your GLoan dashboard) | | Metrobank | | Banco de Oro (BDO) | GCash Registered Mobile Number | | Bayad Center |

- **Note:** Payments made through offline partners are posted 1 business day later. Pay before your due date to avoid late fees.

Deposit and Withdraw from GSav Accounts

You can deposit or withdraw funds from your GSav account via the following channels:

- **BPI MySaveUp:** Deposit and withdraw at OTC or bank ATM.
- **GSav by CIMB:** Deposit and withdraw at OTC or bank ATM.
- **Maybank EzySave+:** Deposit and withdraw at OTC, bank ATM, or via Cliqq and 7-Eleven.

Note:

ATM withdrawals are available only if you have a bank-issued card. Contact your bank to request one.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't log in to my GCash account. What do I do?](#)
- [How can I pay my GLoan dues?](#)
- [I want to use GCash on another phone or device](#)
- [My phone got damaged or broken and I can't access GCash. What do I do?](#)
- [I lost the SIM or phone where my GCash account is registered](#)
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How to set up GCash Biometrics Login

- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
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- [How to set up GCash account security questions](#)
- [My front camera is broken. How can I use GCash?](#)
- [The selfie scan in GCash is not working. What do I do?](#)
- [Someone is trying to register a new phone on my account. What do I do?](#)
- [Ano ang GCash DoubleSafe?](#)
- [What is GCash DoubleSafe?](#)
- [Device Security](#)

38911689985049

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I want to update my GCash email address {#i-want-to-update-my-gcash-email-address}

Path: articles/45259632531225-I-want-to-update-my-GCash-email-address

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

To update your GCash email address, follow the steps below:

1. On your GCash app, tap **Profile** > Tap the name beside your profile picture
2. Tap **Update Account Information**
3. Read through the reminders and tap **Edit your Profile**
4. Input the 6-digit authentication code sent to your GCash registered number. Tap **Next**
5. Complete the verification process
6. Update your email address
7. Input the 6-digit authentication code sent to your GCash registered number. Tap **Submit**

A confirmation screen will show that your email address has been updated.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I want to update my name in my GCash account](#)
- [How do I increase my GCash wallet and transaction limits?](#)
- [Is there a minimum maintaining balance required to use GCash?](#)
- [How do I transfer money from my old GCash account to my new one?](#)
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- [SIM Card Registration Frequently Asked Questions](#)
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- [The GCash SSO \(Single Sign-On\) is not working. What do I do?](#)
- [How do I delete or close my GCash account?](#)

45259632531225

Source: <https://help.gcash.com/hc/en-us/articles/45259632531225-I-want-to-update-my-GCash-email-address>

I want to update my address or work information in GCash {#i-want-to-update-my-address-or-work-information-in-gcash}

Path: articles/45260364962329-I-want-to-update-my-address-or-work-information-in-GCash

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- [How do I send money to another GCash account?](#)

If you need to update your address or work information in your GCash account, follow these steps:

1. Open your GCash app
2. Go to **Profile** and tap on your name.
3. Tap **Update Account Information > Update Your Profile**.
4. Enter the 6-digit authentication code sent to your GCash-registered number and tap **Next**.
5. Complete the verification process and fill out the necessary fields.

Your profile will be updated within **3 days**, and an SMS confirmation will be sent to your registered mobile number.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I want to update my name or birthdate in my GCash account](#)
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- [The GCash SSO \(Single Sign-On\) is not working. What do I do?](#)

- [How do I delete or close my GCash account?](#)

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I want to update my name or birthdate in my GCash account {#i-want-to-update-my-name-or-birthdate-in-my-gcash-account}

Path: articles/360034342914-I-want-to-update-my-name-or-birthdate-in-my-GCash-account

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

To update your name on your GCash account, you must be a Fully Verified GCash user.

You can request a name change only if:

- You changed your surname due to marriage or civil status update.
- There's a minor spelling error in your name or birthdate.
- You legally changed your name.

Requirements

Prepare the necessary document/s based on your reason for the request and take a picture of it:

- ||| --- | --- || **Reason for Request** | **Requirement** || Change of surname (due to change in civil status) | Provide any of the following:
- Accepted valid IDs in-app with updated surname
- Marriage Certificate
- Court Decree of Annulment
- Declaration of Nullity of Marriage || Minor misspelling or error | Provide any of the following:
- Birth Certificate ((PSA/NSO/Certified True Copies)
- National ID (Card Type)
- National ID (Paper Type) / Digital National ID
- Passport
- HDMF (Pag-Ibig Loyalty Plus)
- Driver's License
- Philippine Postal ID
- PRC ID
- UMID
- SSS ID || Legal change of name |

Once you have prepared the requirements, [click here](#) to update your name or birthdate and attach the document.

A customer service representative will review the details you shared and work on your request. Your profile will be updated within **3 days**, and you'll receive an SMS confirmation on your GCash-registered number.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I want to change my GCash MPIN](#)
- [I want to update my GCash email address](#)
- [I want to update my address or work information](#)
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360034342914

Source: <https://help.gcash.com/hc/en-us/articles/360034342914-I-want-to-update-my-name-or-birthdate-in-my-GCash-account>

I want to upgrade to CIMB Grow but the app says I am not eligible What do I have to do to become eligible {#i-want-to-upgrade-to-cimb-grow-but-the-app-says-i-am-not-eligible-what-do-i-have-to-do-to-become-eligible}

Path: articles/43743351197465-I-want-to-upgrade-to-CIMB-Grow-but-the-app-says-I-am-not-eligible-What-do-I-have-to-do-to-become-eligible

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- [Can I open a GSav by CIMB account?](#)
- [What is the interest rate in GSav by CIMB?](#)
- [How can I make a deposit to my GSav by CIMB account?](#)
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- [How can I update the mobile number linked to my GSav by CIMB account?](#)
- [What is GSav Quick Save?](#)
- [How can I close my GSav by CIMB account?](#)

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- [How do I send money to another GCash account?](#)

If you're unable to upgrade to CIMB Grow, it may be because you don't meet the eligibility requirements yet. You may not be qualified due to the following:

- You are not at least 18 years old
- You are not a Filipino citizen
- You don't have a Fully Verified GCash account
- The personal information you provided is inaccurate or incomplete
- You were not pre-selected based on CIMB Bank's eligibility criteria

To increase your chances of becoming eligible, continue using your GCash wallet for transactions and keep depositing funds into your GSave by CIMB account.

Regularly check your GSave account dashboard in the GCash app for updates on your eligibility for CIMB Grow.

Need more Help?

For other inquiries or concerns, check out the following article:

- [Can I open a CIMB Grow account in GCash?](#)

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I want to use GCash on another phone or device {#i-want-to-use-gcash-on-another-phone-or-device}

Path: articles/36302878095385-I-want-to-use-GCash-on-another-phone-or-device

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- [I can't login to GCash because it says I have an "untrusted connection." What do I do?](#)
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- [Account Secure](#)
- [I want to use GCash on another phone or device](#)
- [I lost the SIM or phone where my GCash account is registered](#)
- [My phone got damaged or broken and I can't access GCash. What do I do?](#)
- [I uninstalled/reinstalled GCash or reset my registered phone](#)
- [I see an error "Your device has modified phone settings." How can I log in?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

You can only use GCash on **one device** at a time. If your GCash account is registered on another phone or if you want to use GCash or login to another phone with GCash, you'll need to unregister your old device before registering the new one.

Gustong gumamit ng GCash sa ibang device? Alamin kung paano! - YouTube

GCash

285K subscribers

[Gustong.gumamit ng GCash sa ibang device? Alamin kung.paano!](#)

GCash

Search

Info

Shopping

Tap to unmute

If playback doesn't begin shortly, try restarting your device.

Full screen is unavailable. [Learn More](#)

You're signed out

Videos you watch may be added to the TV's watch history and influence TV recommendations. To avoid this, cancel and sign in to YouTube on your computer.

Cancel Confirm

Share

Include playlist

An error occurred while retrieving sharing information. Please try again later.

Watch later

Share

Copy link

Watch on

0:00

0:00 / 0:56 •Live

•

Watch on YouTube

Unregister your Old Phone

If you still have access to your old phone, follow these steps to unregister it:

1. Open your GCash app
2. Go to **Profile > Settings**
3. Tap **Account Secure > Unregister Phone**
4. Review the details and confirm by tapping **Yes, Unregister**
5. Complete the process by either taking a selfie scan or entering the OTP (One-Time Password)

After this, you'll see a confirmation page, and you'll receive an SMS confirming your phone has been unregistered from your GCash account.

Register your New Phone

To register your new phone with GCash, log in to your new phone and tap **I want to register this phone**.

Follow the steps to verify your identity. After completing the selfie scan or OTP, you'll be led to a page that confirms that your phone has been registered.

Can't access your old phone?

If you don't have access to your old phone or device, don't worry. You can still log in with a new phone. Here's how:

1. You'll see the screen "It looks like you changed your phone" like the one below.

2. Tap **I want to register this phone.**
3. Take the selfie scan or enter your OTP
4. You'll need to wait **4 hours** while GCash runs a few more checks to ensure it's you.
5. After 4 hours, you can log in to GCash on your new phone at the time specified on the screen.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Account Secure](#)
- [I uninstalled/reinstalled GCash or reset my registered phone](#)
- [I lost the SIM or phone where my GCash account is registered](#)
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I was Fully Verified why was my GCash account downgraded to a basic account {#i-was-fully-verified-why-was-my-gcash-account-downgraded-to-a-basic-account}

Path: articles/31782046693529-I-was-Fully-Verified-why-was-my-GCash-account-downgraded-to-a-basic-account

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

Your GCash account may have been downgraded because you still need to update your account information.

Following the Bangko Sentral ng Pilipinas regulations, **all Fully Verified GCash users must regularly update their account information in the GCash app.**

You will receive reminders via in-app and SMS to update your account before the deadline.

How to Update your Account Information

1. On your GCash app, tap **Profile** and tap on your name
2. Tap **Update Account Information > Get Started**
3. Follow and complete the necessary process

What if I don't update my account before the deadline?

If you don't update your account info before the given deadline, your GCash account will be downgraded from Fully Verified to Basic. You'll have to [verify your GCash account](#) again.

Rest assured your funds are safe. If you have outstanding balances in your [GGives](#), [GCredit](#), [GLoan](#), you may pay via our offline payment partners.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I want to update my account information in GCash](#)
- [Why did I receive a notification to update my GCash account information?](#)
- [GCash Features for Basic vs Fully Verified Accounts](#)
- [What happens if I don't fully verify my GCash account?](#)
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31782046693529

Source: <https://help.gcash.com/hc/en-us/articles/31782046693529-I-was-Fully-Verified-why-was-my-GCash-account-downgraded-to-a-basic-account>

I was charged a penalty or additional fee even though I paid my GCredit on time What do I do {#i-was-charged-a-penalty-or-additional-fee-even-though-i-paid-my-gcredit-on-time-what-do-i-do}

Path: articles/39853821812505-I-was-charged-a-penalty-or-additional-fee-even-though-I-paid-my-GCredit-on-time-What-do-I-do

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If you paid your GCredit before your due date, **no penalty or additional fees should be charged to you.**

If this happens, please double-check your [GCash Transaction History](#) if your GCredit payment was successful.

If you were given a penalty or additional fees on top of your GCredit dues, [click here to ask for help](#). Make sure you input your GCash-registered email to receive updates. A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I was charged multiple times for one GCredit payment. What do I do?](#)
- [I can't make a payment for my GCredit account. What do I do?](#)
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I was charged a penalty or additional fee even though I paid my GGives on time What do I do {#i-was-charged-a-penalty-or-additional-fee-even-though-i-paid-my-ggives-on-time-what-do-i-do}

Path: articles/39855251014681-I-was-charged-a-penalty-or-additional-fee-even-though-I-paid-my-GGives-on-time-What-do-I-do

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If you paid your GGives before your due date, **no penalty or additional fees should be charged to you.**

If this happens, please double-check your [GCash transaction history](#) if your GGives payment was successful.

If you were given a penalty or additional fees on top of your GGives dues, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

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I was charged a penalty or additional fee even though I paid my GLoan on time What do I do {#i-was-charged-a-penalty-or-additional-fee-even-though-i-paid-my-gloan-on-time-what-do-i-do}

Path: articles/39051356871065-I-was-charged-a-penalty-or-additional-fee-even-though-I-paid-my-GLoan-on-time-What-do-I-do

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- [I was charged a penalty or additional fee even though I paid my GLoan on time. What do I do?](#)
- [I already paid my GLoan but it's not reflecting yet. What should I do?](#)
- [I have a concern with GLoan's partner collection agencies. What should I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

If you paid your GLoan before your due date, **no penalty or additional fees should be charged to you.**

If you were given a penalty or additional fees on top of your GLoan dues, please double-check your [GCash transaction history](#) to confirm if your GLoan payment was successful.

Please be reminded of the standard processing time for your payment, depending on your chosen payment mode:

- **Pay Bills:** 3 business days
- **GLoan dashboard:** Real-time confirmation
- **Payment partners:** 1 business day

If your payment was successful and paid on time, [click here to ask for help](#). A customer service representative will contact you within **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the GLoan fees I need to know about?](#)
- [I already paid my GLoan but it's not reflecting yet. What should I do?](#)
- [I still haven't received my GLoan interest cashback after 14 days. What should I do?](#)
- [I was charged multiple times for one GLoan payment. What do I do?](#)
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39051356871065

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I was charged more than once for my online payment or subscription in my GCash account What should I do

{#i-was-charged-more-than-once-for-my-online-payment-or-subscription-in-my-gcash-account-what-should-i-do}

Path: articles/45492536288409-I-was-charged-more-than-once-for-my-online-payment-or-subscription-in-my-GCash-account-What-should-I-do

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- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)
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- [How can I pay online using GCash?](#)
- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
- [How do I unlink and link GCash to Grab as my payment method?](#)
- [How do I cancel my subscription or unlink my GCash account to a merchant?](#)
- [I cannot proceed with my online subscription or GCash payment. What should I do?](#)
- [My GCash account was charged for an online payment or subscription I don't recognize. What should I do?](#)
- [My online subscription or GCash payment did not reflect. What should I do?](#)

[See more](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you see an unfamiliar charge on your account, it might be linked to a previous subscription or free trial with auto-debit from platforms like Google Play Store or Apple Store.

Here's what you can do:

- Review Subscriptions: Regularly check your apps for any active subscriptions or auto-payments.
- Identify Unauthorized Charges: If you don't have any subscriptions, read more about how to spot and report unauthorized transactions.

If you were charged twice or more for the same online payment or subscription, select your chosen payment method for further support:

Auto-Debit Payment

If you're trying to subscribe to recurring payments via automatic deduction from your GCash account, [click here to ask for help](#). A customer service representative will contact you within **24 hours**.

Common auto debit merchants include Google, Apple, Spotify, Netflix, and Disney+.

Direct Payment

If you're trying to pay directly to a merchant from your GCash account, [click here to ask for help](#). A customer service representative will contact you within **24 hours**.

Common direct payment merchants include Cebu Pacific, Philippine Airlines, Klook, Shein and Shopee.

Link and Pay

If you're trying to pay by linking your GCash account to a merchant's platform for recurring transactions without re-entering credentials, [click here to ask for help](#). A customer service representative will contact you within **24 hours**.

Common link and pay merchants include Grab, Angkas, and Moveit.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [My online subscription or GCash payment did not reflect. What should I do?](#)
- [I cannot proceed with my online subscription or GCash payment. What should I do?](#)
- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
- [I want a refund for my online payment or subscription using my GCash account. Where can I get it?](#)

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- I was charged more than once for my online payment or subscription in my GCash account. What should I do?
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- My GCash account was charged for an online payment or subscription I don't recognize. What should I do?
- My online subscription or GCash payment did not reflect. What should I do?
- How to pay your SPay Later dues with GCash

45492536288409

Source: <https://help.gcash.com/hc/en-us/articles/45492536288409-I-was-charged-more-than-once-for-my-online-payment-or-subscription-in-my-GCash-account-What-should-I-do>

I was charged more than once when I used GCash Watch Pay What do I do {#i-was-charged-more-than-once-when-i-used-gcash-watch-pay-what-do-i-do}

Path: articles/40997856280729-I-was-charged-more-than-once-when-I-used-GCash-Watch-Pay-What-do-I-do

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- I used GCash Watch Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?

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- What are the steps to get a Fully Verified GCash account?
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- How do I send money to another GCash account?

If you were charged more than once for a single transaction using GCash Watch Pay, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [GCash Watch Pay](#)
- [I can't pay using GCash Watch Pay. What should I do?](#)
- [I used GCash Watch Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)

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- [I can't pay using GCash Watch Pay. What should I do?](#)
- [I used GCash Watch Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)

40997856280729

Source: <https://help.gcash.com/hc/en-us/articles/40997856280729-I-was-charged-more-than-once-when-I-used-GCash-Watch-Pay-What-do-I-do>

I was charged more than once when I used Tap N Pay What do I do {#i-was-charged-more-than-once-when-i-used-tap-n-pay-what-do-i-do}

Path: articles/40300421330073-I-was-charged-more-than-once-when-I-used-Tap-N-Pay-What-do-I-do

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- [I can't pay using GCash Tap N' Pay. What should I do?](#)
- [I used Tap N' Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)

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If you were charged more than once for a single transaction using Tap N' Pay, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [GCash Tap N' Pay](#)
- [I can't pay using GCash Tap N' Pay. What should I do?](#)
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I was charged multiple times after using Scan to Pay QR What do I do {#i-was-charged-multiple-times-after-using-scan-to-pay-qr-what-do-i-do}

Path: articles/31315974255129-I-was-charged-multiple-times-after-using-Scan-to-Pay-QR-What-do-I-do

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If you notice that you've been charged multiple times for a single transaction using Scan to Pay, here's what you can do:

- 1. Check Your Transaction History:** Review your GCash transaction history to confirm the charges.
- 2. Verify Payment Confirmation:** Ensure that you did not receive multiple payment confirmations for the same transaction.
- 3. Contact Customer Support:** If you confirm the duplicate charges, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Merchant didn't receive the payment and/or SMS when I used Scan to Pay. What do I do?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/31315974255129-I-was-charged-multiple-times-after-using-Scan-to-Pay-QR-What-do-I-do>

I was charged multiple times for my bills payment What do I do {#i-was-charged-multiple-times-for-my-bills-payment-what-do-i-do}

Path: articles/30283455559449-I-was-charged-multiple-times-for-my-bills-payment-What-do-I-do

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- [My GCash bills payment failed. What do I do?](#)
- [How much is the transaction fee for my bills payment in GCash?](#)
- [I can't save scheduled bills or favorite billers. What do I do?](#)

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Double charges while paying bills may happen due to slow internet or high user activity. If you're charged multiple times, **ask your biller if they can apply the extra payment to your next bill.**

If you still have questions on multiple charges for your Bills payment, go to your **Transaction History** and **select your Bills transaction**.

Tap **Need Help? > I was charged more than once for my transaction** to file a ticket.

Note: A **refund is not guaranteed** and is subject to approval by the biller.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I noticed unauthorized transactions in my GCash account. What do I do?](#)
- [I can't pay bills using GCash. What do I do?](#)
- [I did not receive bills payment confirmation. What do I do?](#)
- [I entered the wrong details when paying my bills with GCash. What do I do?](#)
- [How much is the transaction fee for my bills payment in GCash?](#)

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- [I did not receive my top-up after using Bills. What do I do?](#)
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- [I was charged multiple times for my bills payment. What do I do?](#)
- [I entered the wrong details when paying my bills with GCash. What do I do?](#)
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I was charged multiple times for one GCredit payment What do I do {#i-was-charged-multiple-times-for-one-gcredit-payment-what-do-i-do}

Path: articles/39853612865945-I-was-charged-multiple-times-for-one-GCredit-payment-What-do-I-do

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- [How do I send money to another GCash account?](#)

If you were charged multiple times for your GCredit payment, it may be due to **a slow internet connection or system downtime** which may have interrupted the payment process.

Should this happen, please **monitor your wallet balance** for a possible refund in **2 business days**.

If no refund is reflected after this period, [click here to ask for help](#). Make sure you input your GCash-registered email to receive updates. A customer service representative will contact you in **24 hours**.

Note:

The refund for multiple transactions may take longer as it may undergo investigation before approval.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't make a payment for my GCredit account. What do I do?](#)
- [I was charged a penalty or additional fee even though I paid my GCredit on time. What do I do?](#)
- [I have a concern with GCredit's partner collection agencies. What should I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/39853612865945-I-was-charged-multiple-times-for-one-GCredit-payment-What-do-I-do>

I was charged multiple times for one GGives payment

What do I do {#i-was-charged-multiple-times-for-one-ggives-payment-what-do-i-do}

Path: articles/39855114305177-I-was-charged-multiple-times-for-one-GGives-payment-What-do-I-do

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For other inquiries or concerns, check out the following articles:

- [I can't make a payment for my GGives account. What do I do?](#)
- [I was charged a penalty or additional fee even though I paid my GGives on time. What do I do?](#)

- [I have a concern with GGives' partner collection agencies. What should I do?](#)

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I can't make a payment for my GGives account. What do I do?

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I still haven't received my GGives interest cashback after 14 days. What should I do?

- [Why am I not qualified for GGives?](#)
- [I am encountering an error in applying for GGives. What do I do?](#)
- [I already paid my GGives but it's not reflecting yet. What should I do?](#)
- [I can't make a payment for my GGives account. What do I do?](#)
- [I was charged multiple times for one GGives payment. What do I do?](#)
- [I still haven't received my GGives interest cashback after 14 days. What should I do?](#)
- [I was charged a penalty or additional fee even though I paid my GGives on time. What do I do?](#)
- [I have a concern with GGives' partner collection agencies. What should I do?](#)

39855114305177

Source: <https://help.gcash.com/hc/en-us/articles/39855114305177-I-was-charged-multiple-times-for-one-GGives-payment-What-do-I-do>

I was charged multiple times for one GLoan payment What do I do {#i-was-charged-multiple-times-for-one-gloan-payment-what-do-i-do}

Path: articles/39051007470489-I-was-charged-multiple-times-for-one-GLoan-payment-What-do-I-do

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [Why am I not eligible for GLoan?](#)
- [I am encountering an error in applying for GLoan. What do I do?](#)
- [I can't make a payment for my GLoan account. What do I do?](#)
- [I was charged multiple times for one GLoan payment. What do I do?](#)
- [I still haven't received my GLoan interest cashback after 14 days. What should I do?](#)
- [I was charged a penalty or additional fee even though I paid my GLoan on time. What do I do?](#)
- [I already paid my GLoan but it's not reflecting yet. What should I do?](#)
- [I have a concern with GLoan's partner collection agencies. What should I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you were charged multiple times for your GLoan payment, it may be due to **slow internet connection or system downtime** which may have interrupted the payment process.

What to do

Monitor your wallet balance for a possible refund via auto-reversal.

If no refund is reflected, [click here to ask for help](#). A customer service representative will contact you within **1-2 business days**.

Note: Payment reversal may take longer as it may go under investigation before approval.

Need more Help?

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- [I can't make a payment for my GLoan account. What do I do?](#)
- [I already paid my GLoan but it's not reflecting yet. What should I do?](#)
- [I was charged a penalty or additional fee even though I paid my GLoan on time. What do I do?](#)
- [I still haven't received my GLoan interest cashback after 14 days. What should I do?](#)

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- [I have a concern with GLoan's partner collection agencies. What should I do?](#)

39051007470489

Source: <https://help.gcash.com/hc/en-us/articles/39051007470489-I-was-charged-multiple-times-for-one-GLoan-payment-What-do-I-do>

I was charged multiple times when I bought load on GCash What do I do {#i-was-charged-multiple-times-when-i-bought-load-on-gcash-what-do-i-do}

Path: articles/30281393343769-I-was-charged-multiple-times-when-I-bought-load-on-GCash-What-do-I-do

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [I can't buy load using GCash. What do I do?](#)
- [I didn't receive my telco or non-telco load. What do I do?](#)
- [I bought load on GCash but entered the wrong number or details. What do I do?](#)
- [I received the wrong or incomplete load credit. What do I do?](#)
- [I was charged multiple times when I bought load on GCash. What do I do?](#)
- [The E-PIN I bought from GCash was invalid. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

You may have been charged multiple times for your telco or non-telco load because of system downtime or accidentally making the purchase more than once.

If there is a system downtime

Your refund will be credited to your GCash wallet **within 2 business days**. You will also receive an SMS notifying you of this.

If you accidentally made multiple purchases

If the purchase has been completed, GCash won't be able to refund you for your transaction.

Tips before making a load purchase

- Check your GCash wallet balance first
- Wait up to **5 minutes** for your Buy Load transaction to be processed
- Ensure you have a stable internet connection before purchasing
- Review your [GCash Transaction History](#)

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't buy load using GCash. What do I do?](#)
- [I didn't receive my telco or non-telco load. What do I do?](#)
- [I bought load on GCash but entered the wrong number or details. What do I do?](#)

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I received the wrong or incomplete load credit. What do I do?

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The E-PIN I bought from GCash was invalid. What do I do?

- [I can't buy load using GCash. What do I do?](#)
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- [I bought load on GCash but entered the wrong number or details. What do I do?](#)
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- [I was charged multiple times when I bought load on GCash. What do I do?](#)
- [The E-PIN I bought from GCash was invalid. What do I do?](#)

30281393343769

Source: <https://help.gcash.com/hc/en-us/articles/30281393343769-I-was-charged-multiple-times-when-I-bought-load-on-GCash-What-do-I-do>

I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet What do I do {#i-withdrew-funds-from-my-gstocks-ph-account-to-my-gcash-wallet-but-they-have-not-been-reflected-yet-what-do-i-do}

Path: articles/41043122312857-I-withdrew-funds-from-my-GStocks-PH-account-to-my-GCash-wallet-but-they-have-not-been-reflected-yet-What-do-I-do

ADVISORY:

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Articles in this section

- [I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?](#)
- [My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?](#)
- [I can't access my GStocks PH account. What do I do?](#)

- [I can't open an account in GStocks PH. What do I do?](#)
- [How can I follow up on my GStocks PH account?](#)
- [I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?](#)
- [I can't buy or sell in GStocks PH. What do I do?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)
- [My GStocks PH buy or sell order was rejected. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Your GStocks PH Wallet withdrawal transaction should be credited within **2 business days**. You may check your GStocks PH Dashboard or GCash transaction history after this period.

If your funds did not reflect in your GCash wallet even after **2 business days**, [click here to ask for help.](#)

Note:

The PSE trading hours are from **9:30 am to 12:00 pm and 1:00 pm to 2:45 pm** Philippine Standard Time (GMT+08:00), from Monday to Friday (excluding holidays).

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I buy PH stocks in GStocks PH?](#)
- [How can I sell PH stocks in GStocks PH?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)

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My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?

- [I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?](#)
- [My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?](#)
- [I can't access my GStocks PH account. What do I do?](#)
- [I can't open an account in GStocks PH. What do I do?](#)
- [How can I follow up on my GStocks PH account?](#)
- [I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?](#)
- [I can't buy or sell in GStocks PH. What do I do?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)
- [My GStocks PH buy or sell order was rejected. What do I do?](#)

41043122312857

Source: <https://help.gcash.com/hc/en-us/articles/41043122312857-I-withdrew-funds-from-my-GStocks-PH-account-to-my-GCash-wallet-but-they-have-not-been-reflected-yet-What-do-I-do>

I withdrew money from a game in GLife but it hasn't been reflected in my GCash wallet. What do I do? {#i-withdrew-money-from-a-game-in-glife-but-it-hasn-t-been-reflected-in-my-gcash-wallet-what-do-i-do}

Path: articles/41422312263193-I-withdrew-money-from-a-game-in-GLife-but-it-hasn-t-been-reflected-in-my-GCash-wallet-What-do-I-do

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [My GLife voucher is not working. What do I do?](#)
- [I withdrew money from a game in GLife, but it hasn't been reflected in my GCash wallet. What do I do?](#)
- [I deposited money into a game on GLife, but now I can't open it. What should I do?](#)
- [Quick Rewards by Hustle PH](#)
- [GCash Travel+](#)
- [What is GLife?](#)
- [I can't make a payment in GLife. What do I do?](#)
- [I can't access or open GLife. What do I do?](#)
- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you withdraw money from a game in GLife, your funds should be credited to your GCash wallet within a few minutes.

If you did not receive your withdrawal within **24 hours**, please contact the merchant directly.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I deposited money into a game on GLife, but now I can't open it. What should I do?](#)
- [I can't make a payment in GLife. What do I do?](#)

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My GLife voucher is not working. What do I do?

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I deposited money into a game on GLife, but now I can't open it. What should I do?

- [My GLife voucher is not working. What do I do?](#)
- [I withdrew money from a game in GLife, but it hasn't been reflected in my GCash wallet. What do I do?](#)
- [I deposited money into a game on GLife, but now I can't open it. What should I do?](#)
- [Quick Rewards by Hustle PH](#)
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- [I can't make a payment in GLife. What do I do?](#)
- [I can't access or open GLife. What do I do?](#)
- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)
- [What is Sharetreats in GLife?](#)

41422312263193

Source: [https://help.gcash.com/hc/en-us/articles/41422312263193-I-withdrew-money-from-a-game-in-GLife-but-it-hasn't-been-reflected-in-my-GCash-wallet-What-do-I-do](https://help.gcash.com/hc/en-us/articles/41422312263193-I-withdrew-money-from-a-game-in-GLife-but-it-hasn-t-been-reflected-in-my-GCash-wallet-What-do-I-do)

I. Data Subject Details {#i-data-subject-details}

We certainly acknowledge your rights as a data subject, which, among them, include the right to erasure/blocking, removal, or destruction of your personal information from our systems.

In response to your request, your account will be tagged as 'Inactive' to prevent it from being used for any GCash transaction once we complete this process. The actual deletion of your data from our systems, on the other hand, will be done 5 years from the date your account has been tagged as 'Inactive'. This is in relation to our compliance with R.A. 9160, as amended, which requires a retention period of 5 years. As a financial institution, under the jurisdiction of the Bangko Sentral ng Pilipinas (BSP), we are also required to observe said law, and in particular, the prescribed retention period.

To properly accommodate your request, may we request you to provide the information below.

I. Data Subject Details

II. Confirming your Identity

A. Please confirm identity by submitting a copy of any of the documents listed below. Please tick the appropriate box to indicate which document you have enclosed.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport

If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

Additional validation procedures to validate the identity of the requestor or authorized representative

B. 'If you request made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below. Tick the appropriate box to indicate which document you have enclosed'

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport

If the Authorized Representative's name is different from the document or ID presented, please provide a copy of documentary evidence to confirm the change in name of the Authorized Representative (e.g., marriage certificate, change of name deed or statutory declaration).

The data collected here will only be used to validate your identity and process your request for data/account deletion.

Once you accomplished the form and we've validated your identity, we will forward this request to our Operations Team to affect the necessary tagging.

Source: https://help.gcash.com/hc/en-us/article_attachments/900007193346/Account_Deletion_Form.pdf

I. Data Subject Details {#i-data-subject-details}

We certainly acknowledge your rights as a data subject, which, among them, include the right to erasure/blocking, removal, or destruction of your personal information from our systems.

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Source: https://help.gcash.com/hc/en-us/article_attachments/900007193346

Is there a minimum maintaining balance required to use GCash {#is-there-a-minimum-maintaining-balance-required-to-use-gcash}

Path: articles/37651205722777-Is-there-a-minimum-maintaining-balance-required-to-use-GCash

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [How do I create a new GCash account?](#)
- [Create a GCash Jr account](#)
- [I can't create or register for a GCash account. What do I do?](#)
- [I'm trying to create a GCash account but it's asking for an MPIN. What should I do?](#)
- [Is there a minimum maintaining balance required to use GCash?](#)
- [There is another GCash account using my number. What do I do?](#)
- [Why do I need to provide a selfie for my GCash account?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

No, there is **no minimum balance or amount to use GCash**.

However, GSav accounts have a minimum balance in line with the policies of our partner banks, ensuring that you enjoy the best services available.

||| --- | --- || **GSave Partner Bank | Minimum Maintaining Balance** || #MySaveUp
 by BPI | PHP 1 || GSave by CIMB | None || EzySave+ by Maybank | None ||
 UNOReady@GCash by UNO Bank | None |

You can check your [GCash Wallet and Transaction Limits](#) to ensure smooth transactions.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I create a new GCash account?](#)
- [GCash Features for Basic vs Fully Verified Accounts](#)
- [What are the steps to get a Fully Verified GCash account?](#)
- [Increase GCash Wallet and Transaction Limits](#)

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I'm trying to create a GCash account but it's asking for an MPIN. What should I do?

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37651205722777

Source: <https://help.gcash.com/hc/en-us/articles/37651205722777-Is-there-a-minimum-maintaining-balance-required-to-use-GCash>

Jobs {#jobs}

Path: sections/23650068895385

ADVISORY:

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[How do I withdraw my earnings from Jobs on GCash?](#)

[How can I apply for Jobs on GCash?](#)

[How do I refer someone for Jobs on GCash?](#)

Source: <https://help.gcash.com/hc/en-us/sections/23650068895385>

Jobs {#jobs}

Path: sections/23650068895385-Jobs

ADVISORY:

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Life {#life}

Path: sections/34607543874457-Life

ADVISORY:

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[Singlife Cash for Income Loss due to Any Cause](#)

[Singlife Cash for Funeral Costs](#)

Source: <https://help.gcash.com/hc/en-us/sections/34607543874457-Life>

Lifestyle {#lifestyle}

Path: sections/19291450586521-Lifestyle

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[Etiqa Full Phone Protection](#)

[Etiqa Phone Screen Protection](#)

[Express Send Scam Insurance](#)

GCash Card Protect

GInsure Online Shopping Protect Insurance

PGA Sompo Online Shopping Insurance

Source: <https://help.gcash.com/hc/en-us/sections/19291450586521-Lifestyle>

Load {#load}

Path: categories/20497010779673

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Buy Load

- How can I cancel my scheduled mobile and broadband load autoload?
- How can I schedule autoload for mobile and broadband load?
- Can I buy an eSIM using GCash?
- How can I activate my eSIM after buying it on GCash?
- How can I use GCash to buy load?
- What are the telco load convenience fees in GCash?

Get Help with Load

- I can't buy load using GCash. What do I do?
- I didn't receive my telco or non-telco load. What do I do?
- I bought load on GCash but entered the wrong number or details. What do I do?
- I received the wrong or incomplete load credit. What do I do?
- I was charged multiple times when I bought load on GCash. What do I do?
- The E-PIN I bought from GCash was invalid. What do I do?

Borrow Load

- What are the GCash Borrow Load fees I need to know about?
- I have a concern with GCash Borrow Load. What do I do?
- How can I repay my GCash Borrow Load?
- What are the GCash Borrow Load promos available?
- Can I borrow load on GCash?
- I canceled my Borrow Load transaction but it still pushed through. What do I do? See all 7 articles

Source: <https://help.gcash.com/hc/en-us/categories/20497010779673>

Load {#load}

Path: categories/20497010779673-Load

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Buy Load

- [How can I cancel my scheduled mobile and broadband load autoload?](#)
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Source: <https://help.gcash.com/hc/en-us/categories/20497010779673-Load>

Load Voucher Promo for Verification {#load-voucher-promo-for-verification}

Path: articles/34680429685529-Load-Voucher-Promo-for-Verification

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [GCash Cards Dota 2 Experience 2025 Raffle](#)
- [Fuse Summer Promo 2025](#)
- [Sulong Kaagapay UNAHCO Cashback Promo](#)

- [GCrypto Rebate Promo](#)
- [CIMB PH – Earn More Promo](#)
- [Move It Summer Promo 2025](#)
- [GCash Summer 2025 Promo](#)
- [Lucky Pay Bills Promo](#)
- [HODL and Win USDC Promo](#)
- [Load Voucher Promo for Verification](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

The Load Voucher Promo is available to **select new GCash users** who can claim a P40 load voucher by fully verifying their account after tapping the pop-up banner in the GCash app.

If your verification is approved, you will receive an SMS update from GCash. Once you are fully verified, tap the pop-up banner on your homepage to claim your free P40 voucher.

After claiming your voucher, you can view it by going to **Profile > Voucher Pocket**. You can use this to purchase Mobile, Broadband, and Non-Telco load in the GCash app. Make sure to use your voucher within **15 days of claiming it**.

Tap your voucher and apply it on the payment page during your purchase.

Get Help with Load Voucher Promo

Note: This promo is **only available for new GCash users**.

Will I still get a free voucher if I verified but did not click the pop-up notification?

- No, you have to tap the pop-up notification to claim the voucher.

How long will my voucher last until it expires?

- Once you have claimed the voucher, you have 15 days to use it before it expires.

I did not receive the voucher after verifying my account.

- Please check your GCash account after getting fully verified.

I verified my account but I was not able to claim the voucher.

- To claim your voucher please tap the pop-up notification on your GCash homepage.

My voucher is still valid, why can't I use it?

- You may only use the voucher on Load products.

I claimed my voucher but cannot see it in Voucher Pocket

- Please restart your GCash app and open Voucher Pocket

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34680429685529

Source: <https://help.gcash.com/hc/en-us/articles/34680429685529-Load-Voucher-Promo-for-Verification>

Logging in to GCash {#logging-in-to-gcash}

Path: sections/38904293949721-Logging-in-to-GCash

ADVISORY:

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I see an error "Your device has modified phone settings." How can I log in?

I see an error - "Your device is jailbroken or rooted." How can I log in?

I can't log in to GCash because my device was detected as not secure

Source: <https://help.gcash.com/hc/en-us/sections/38904293949721-Logging-in-to-GCash>

Lucky Pay Bills Promo {#lucky-pay-bills-promo}

Path: articles/44938312184601-Lucky-Pay-Bills-Promo

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- [How do I send money to another GCash account?](#)

Lucky Pay Bills is a raffle that rewards you when you pay your bills with GCash. Right after making a payment, you'll receive a real-time notification inviting you to play a game for a chance to win up to PHP 10,000 GCash credits or A+ Rewards vouchers.

Promo Duration

February 15 -May 21, 2025

Eligibility

This exclusive promo is available to selected Pay Bills users who pay bills worth more than PHP 500.

Prizes

You can win GCash Credits (up to P10,000) and A+ Rewards Vouchers

How to play Lucky Pay Bills

After completing a valid bills payment, you'll receive a push notification, an app inbox message, and other reminders guiding you to the game page. Simply tap the play button, and you'll instantly get a chance to win a random prize.

Lucky Pay Bills must be played on the same day of your transaction.

How to claim A+ rewards vouchers

Here's how to check your prizes from the **Lucky Pay Bills** game:

1. Open the **GCash** app.
2. Tap **A+ Rewards** from the dashboard.
3. Click **Voucher Pocket** to view your rewards.

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44938312184601

Source: <https://help.gcash.com/hc/en-us/articles/44938312184601-Lucky-Pay-Bills-Promo>

MSME {#msme}

Path: sections/15793948350361-MSME

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Source: <https://help.gcash.com/hc/en-us/sections/15793948350361-MSME>

Mag apply bilang isang GCash Pera Outlet Partner {#mag-apply-bilang-isang-gcash-pera-outlet-partner}

Path: articles/4408281111577-Mag-apply-bilang-isang-GCash-Pera-Outlet-Partner

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- [Paano gamitin ang mga services ng GCash Pera Outlet](#)
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Mas madali nang makapag-avail ng GCash services sa mga malalapit na sari-sari store. Pwedeng magpa-Cash In, Cash Out, Send Load, at Pay Bills sa GCash Pera Outlet (GPO).

Mga Benepisyo ng pagiging GPO

- Bonus mula sa GCash sa bawat transaction
- Free GCash signage para sa tindahan
- Hanggang PHP 500,000 ang GCash PO wallet limit

Requirements

Kung ang applicant ay ang business owner, ihanda ang sumusunod na requirements:

1. Fully Verified dapat ang iyong GCash Account
2. Isa o alinman sa sumusunod na business documents:
 - Barangay Business Permit,
 - DTI Registration,
 - Mayor's Permit
 - BIR Registration/Certificate 2302
3. Malinaw na litarato o picture ng tindahan. Dapat nakikita sa picture ang lahat ng mga sumusunod:
 - Harap ng buong tindahan, kasama ang store signage at mga paninda
 - May-ari ng tindahan at aplikante (kung iba ang aplikante sa may-ari)
4. Selfie ng applicant
5. I-attach ang kopya ng Valid ID with 3 specimen signatures

Kapag ang nag-apply sa GCash Pera Outlet (applicant) ay non-business owner, ihanda ang sumusunod:

- Selfie ng applicant (GCash Account Holder)
- Selfie ng applicant kasama ang business owner
- Picture ng tindahan kasama ang business owner at applicant. Dapat kita sa picture ang pangalan ng store o signage
- Valid business permit, tulad ng DTI Certificate, Mayor's Permit, or Barangay Business Permit
 - The permit should match the registered business name, address, and validity date
- Valid IDs ng business owner at applicant
- Three specimen signatures ng business owner at applicant

Mag-apply para maging GPO

Pag handa na ang mga requirement, mag-apply na bilang GCash Pera Outlet sa GCash app gamit ang isang Android phone. Siguraduhing **tama at kumpleto** ang impormasyon na ilalagay para mas mabilis ang pag-proseso ng iyong application.

Sundin ang sumusunod na steps para mag-apply:

Kung nais makipag-ugnayan sa Distributor, i-check listahan ng mga Official GCash Pera Outlet Distributors.

Need more help?

Kung hindi makapag-register bilang GCash Pera Outlet Retailer sa GCash app, siguruhin na ang iyong GCash account ay **fully verified**.

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Source: <https://help.gcash.com/hc/en-us/articles/4408281111577-Mag-apply-bilang-isang-GCash-Pera-Outlet-Partner>

Malayan Insurance Negosyo Insure {#malayan-insurance-negosyo-insure}

Path: articles/16545706219929-Malayan-Insurance-Negosyo-Insure

ADVISORY:

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Negosyo Insure is an insurance product designed especially for small business owners to protect them and their business from unexpected events such as accidents, fire, loss of money, and loss/damaged property.

Jump to:

- [Coverage](#)
- [Eligibility](#)
- [Purchase Malayan Travel Master with COVID-19](#)
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Coverage

Under Negosyo Insure Insurance, you and your negosyo are covered from the following:

||||---|---|| **Coverage | Limit** || Accidental Death | PHP 50,000 || Total Permanent Disability - Accidental Cause | PHP 50,000 || Disablement and Dismemberment* - Accidental Cause | PHP 50,000 || Medical Reimbursement - Accidental Cause | PHP 50,000 || Fire Cash Assistance | PHP 10,000 || Money, Securities and Payroll (Inside Premises only) | PHP 10,000 || Burglary and Housebreaking | PHP 10,000 |

*Subject to the schedule of benefits relative to the extent of the injury

**Money inside the premises only covers coined or physical money. This cover is for the loss of money or securities stored within the Insured's business premises due to burglary or robbery.

Eligibility

You are eligible for Negosyo Insure if you are:

- A Filipino or legal Philippine resident

- 18-64 years old
- A small business owner who owns a physical store. You are a small business covered by Negosyo Insure if you have:
 - Less than 10 employees
 - A business with a physical location that customers can visit

Sample of Small Businesses include:

||||---|---|| Sari-sari stores | Water Refilling Station || Computer shop | Barbershop or Salon || Market Vendors with stall |

Purchase Malayan Insurance Negosyo Insure

Note: You can buy Malayan Insurance Negosyo Insure for someone else but you cannot buy more than one policy per person.

The insurance cover will start at 12:00 PM Philippine Standard Time the day following the date of purchase and expire based on the coverage chosen thereafter. Depending on the period of coverage you have chosen, your coverage is renewable thereafter.

Negosyo Insure has a period of coverage of one (1) month, three (3) months, six (6) months, and one (1) year. Maximum of 1 COC per person at any given time and maximum of one (1) COC per household*

Claims and Cancellation

Claims

In the event of a claim, the insured shall notify the Company as soon as possible and the written notice of any possible claim must be given to the Company within **thirty (30) days** after the date of the incident. In the event of accidental death, loss of money inside the premises, and burglary and housebreaking, immediate notice thereof must be given to the Company. Malayan Insurance shall not be liable for any loss of which written notice has not been received by Malayan Insurance within **one (1) month** of the occurrence thereof, subject to the terms of the policy .

On your GInsure homepage, tap **My Insurance** and select your Negosyo Insure insurance. You will be redirected to the Malayan website's "Claims Form" page. Attach all the necessary documents and submit the Claims Form.

General Requirements:

||||---|---|| Confirmation of Cover (Filled-out and signed) | Government-issued I.D./Company or School I.D. showing complete home address and signature of Insured, with photo |

Requirements for Accidental Death

||| --- | --- || Affidavit of incident or notarized police report | NSO Death Certificate (original and authenticated) || NSO Marriage Certificate – if the beneficiary is the spouse | NSO Birth Certificate of the claimant – if the beneficiary is parent/child || NSO Birth Certificate of claimant and beneficiary – if the beneficiary is brother/sister |

Requirements for Accidental Dismemberment and/or Disablement / Total Permanent Disability

||| --- | --- || Medical Certificate from a physician (if total disability) | Picture of the claimant with the affected part |

Requirements for Medical Reimbursement

||| --- | --- || Incident Report | Medical Certificate from hospital/ attending physician || Original Official Receipt | Hospital Billing Statement if confined |

Requirements for Fire Cash Assistance

||| --- | --- || Barangay Certification* | Photos of damages or affected insured property |

*Barangay Certification must clearly indicate the address of the damaged property, the cause of loss or damage, and that the Insured is a resident of the damaged property.

Requirements for Money Inside Premises and Burglary and Housebreaking

||| --- | --- || Barangay Certification* | Affidavit of Loss / Police Report || Valid I.D. of the claimant | Photos of damaged or affected insured property |

*Barangay Certification must clearly indicate the address of the damaged property, the cause of loss or damage, and that the Insured is a resident of the damaged property.

Upon submission of complete and accurate claim documents, Malayan Insurance will settle within **ten (10) working days**.

The amount for reimbursement is subject to the submitted official receipts for reimbursement and the limit of coverage. Items excluded from the policy will not be reimbursed.

Should you encounter issues or concerns, you may contact Malayan Insurance.

Cancellation of Policy

To cancel your Negosyo Insure policy, please contact Malayan Insurance. Please take note that your request is subject to review and approval.

Contact Malayan Insurance

To contact Malayan Insurance, please check out their available channels below:

- **Hotline:** +632-8628-8628 or +632-8242-8888 local 8628
- **Email:** csc@malayan.com
- [Malayan Insurance Support form](#)

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- [Malayan Insurance Negosyo Insure](#)

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Source: <https://help.gcash.com/hc/en-us/articles/16545706219929-Malayan-Insurance-Negosyo-Insure>

Malayan Insurance Pet Insure Dogs Only {#malayan-insurance-pet-insure-dogs-only}

Path: articles/15553713751065-Malayan-Insurance-Pet-Insure-Dogs-Only

ADVISORY:

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Malayan Insurance Pet Insure is an insurance designed for furbabies and pawrents. Pet Insure offers a 3-in-1 package benefit such as Medical Reimbursement, Pet Owner's Liability, and 24/7 pet owner's personal accident cover.

Jump to:

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- [Eligibility](#)
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Coverage

Note: The owner's liability covers both bodily injury and property damage caused by the insured dog's actions to a third party. This includes liability if the dog bites a non-insured third party.

| Products Features and Benefits | Limits (in PHP) || --- | --- || **SECTION 1 – MEDICAL REIMBURSEMENT** || Per Occurrence Limit | 30,000.00 || Annual Aggregate Limit | 100,000.00 || Burial Assistance (due to Euthanasia only) | 10,000.00 || Cruciate Ligament Injuries per Leg (Part of MR limit) | 15,000.00 || **SECTION 2 – OWNERS LIABILITY (THIRD PARTY)** || Per Occurrence Limit | 50,000.00 || Annual Aggregate Limit | 250,000.00 || **SECTION 3 – PERSONAL ACCIDENT COVER*** || Accidental Death | 50,000.00 || Total Permanent Disability | 50,000.00 || Disablement or Dismemberment | 50,000.00 |

*Limit forms part of and not in addition to the Medical Reimbursement limit

**Subject to a maximum accumulated limit of PHP 100,000.00 per Insured pet owner with multiple policies.

***Subject to schedule of indemnity relative to extent of injury

| **Deductibles** || --- || Section 1 -
Medical Reimbursement | PHP 5,000.00 each and every loss
Euthanasia Burial Assistance Benefit – NIL || Section 2 –
Owner's Liability | Third Party Bodily Injury – NIL
Third Party Property Damage – 5% of loss amount, minimum of
PHP 5,000.00, each and every loss || Section 3 –
Personal Accident Cover | NIL |

Note: Any veterinarian or clinic is acceptable as long as they are properly licensed by the regulatory bodies.

The policy does not specify which illnesses are covered. Exclusions include:

1. Conditions related to teeth: Dental issues, such as tooth decay or gum disease, are not covered under our Pet insurance policy
2. Illnesses for which a vaccine is available: Any illness for which a vaccine is readily available, such as rabies or canine parvovirus, falls under the exclusion list
3. Illnesses related to anal glands: Conditions affecting the anal glands, including anal gland impaction or infection, are not covered by our policy
4. Illnesses related to behavior: Illnesses or conditions stemming from behavioral issues, such as anxiety-related disorders or compulsive behaviors, are excluded from our coverage
5. Inherited or Congenital Disease: Diseases or conditions that are inherited or present at birth, such as hip dysplasia or certain heart conditions, fall under this exclusion
6. Parasite-related diseases: Illnesses caused by parasites, such as fleas, ticks, or heartworm, are not covered by our Pet insurance policy
7. Specifically excluded diseases: Some specific diseases or conditions may be explicitly excluded from our coverage. Please refer to your policy documentation for a comprehensive list of such exclusions

Eligibility

You can avail of this product if you are:

- 18-65 years old
- A Filipino or legal resident of the Philippines
- A Fully Verified GCash user
- An owner of a dog between the age of 6 months and 8 years

Purchase Malayan Insurance Pet Insure

Note: You cannot buy this policy for anyone else. **The insured must be the one to purchase and provide pertinent details and declarations with respect to the pet to be insured. Upgrading of the policy is not allowed.**

There is no limit to the number of policies each GCash user or pet owner may purchase under their name provided each policy covers a different pet, satisfying that only one (1) policy shall be in force per pet per policy period. Provided further that the maximum allowable accumulated limit for Personal Accident Cover shall be PHP 100,000.00 only, regardless of the number of insured pets or policies in force.

Note: Your coverage begins at 12:01 AM Philippine Standard Time the day following the date of activation.

Claims

To file a claim for Malayan Insurance Pet Insure, please send a claim request through the Malayan Claims Form. Below are the required general documents when filing your claim:

General Requirements

||| --- | --- || Certificate of Cover and Copy of Policy, or Policy Number | Government-issued I.D./Company or School I.D. showing complete home address and signature of Insured, with photo || Pedigree Certificate and/or RFID or microchip scanned serial number, only if submitted during policy issuance | Pet Photo || Written Incident Report |

In addition to the general requirements, the following documents must be submitted:

Section 1 – Medical Reimbursement For Sickness/Illness Claims:

||| --- | --- || Pet Baby Book/Veterinarian's Records | Certification of the attending Veterinarian on the illness or nature of treatment and health condition of the pet || Prescription of the Veterinarian for Medical Treatment | Original Receipts of Medical Treatment and Medication of the pet |

For Accident-Related Claims

||| --- | --- || Pet Baby Book/Veterinarian's Records | Certification of the attending Veterinarian on the illness or nature of treatment health condition of the pet || Prescription of the Veterinarian for Medical Treatment | Original Receipts of Medical Treatment on the pet || Police Report or Affidavit of how the accident happened |

For Burial Assistance Benefits Claims (For Euthanasia only)

||| --- | --- || Pet Baby Book/Veterinarian's Records, | Certification of the attending Veterinarian on the illness or nature of treatment and health condition of the pet || Veterinarian's Certification and reason for euthanizing the pet. |

Section 2 – Owner's Liability

For Third Party Property Damage Claims

||| --- | --- || Written demand of the third party | Itemized list of damaged property/ies || Photographs of damages items/property | Estimate of repair/replacement of damaged item/invoice/quotation || Quit claim of the third party |

For Third Party Bodily Injury Claims

||| --- | --- || Written demand of the third party | Death Certificate (Original/PSA Copy) of third party (in case of death) || Medical Certificate/Clinical/Emergency room report of third party's bodily injury/ies | Original official receipt/s of medical expenses incurred by third party || Statement of account from the hospital (if confined) | Employment certificate with monthly compensation (if any) || Valid ID of third party | Quit claim of third party |

Section 3 – Personal Accident

For Accidental Dismemberment and/or Disablement Claims

||| --- | --- || Certified true copy of Certificate of Confinement or Medical Certificate | Statement of account / hospital billing and records of confinement (original copy) || Operating room report (if an operation was done) | Certification from the attending physician if total disability || Picture of claimant with the affected part |

For Accidental Death Claims

||| --- | --- || Valid ID of Insured pet owner and his/her beneficiary | PSA Death Certificate (original and authenticated) || Affidavit of how the accident happened or duly notarized police report | A certified true copy of Post mortem exam if claimant died in the hospital || PSA Marriage Certificate (original and authenticated) – if the beneficiary is the spouse | PSA Birth Certificate of the claimant (original and authenticated) – if the beneficiary is parent/child || PSA Birth Certificate of the claimant and beneficiary (original and authenticated) – if the beneficiary is brother/sister | Filled out Client Information Sheet of the beneficiary |

The claim proceeds are paid through Fund Transfer. The following are the required documents:

- Certification bearing bank account details (preferably RCBC account; other bank accounts will still be subject for management's approval) duly signed by the Insured. (Template will be provided)

- Valid ID of the signatory on the release documents
- Any document that will prove or show Insured's bank details
- Signed Release Document (Template will be provided)

Note: The amount that can be claimed is subject to the submitted official receipts for reimbursement and the limit of coverage. Items excluded from the policy will not be reimbursed.

Pet Insure has a waiting period of seven (7) days for one month, fourteen (14) days for three months, and thirty (30) days for six months, nine months, and one year cover from the effectiveness of the policy in respect of Section 1 - Medical Reimbursement.

During such time, if the pet is diagnosed or suffers from any injuries, sickness, or illness, any expense necessarily incurred to relieve the pet of such condition shall not be recoverable or reimbursable from the policy.

Cancellation

The insured may opt to cancel the policy and may be entitled to a premium refund subject to the short-period rate scale. Please contact Malayan Insurance to cancel your policy.

Contact Malayan Insurance

To contact Malayan Insurance, please check out their available channels below:

- **Hotline:** +632-8628-8628 or +632-8242-8888 local 8628
- **Email:** csc@malayan.com
- **Website:** <https://www.malayan.com/contact-us>

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Standard Insurance Pet Health

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Source: <https://help.gcash.com/hc/en-us/articles/15553713751065-Malayan-Insurance-Pet-Insure-Dogs-Only>

Malayan Insurance Travel Master with COVID 19 {#malayan-insurance-travel-master-with-covid-19}

Path: articles/11950899490585-Malayan-Insurance-Travel-Master-with-COVID-19

ADVISORY:

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Malayan Insurance Travel Master with COVID-19 is comprehensive travel insurance that provides protection from financial burdens caused by unforeseen events while on travel. It is compliant with [Schengen Travel Visa Insurance requirements](#) and IATF guidelines.

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- [Purchase Malayan Travel Master with COVID-19](#)
- [Claims](#)
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Coverage

Note: The coverage period for Travel Master with COVID-19 must not exceed 90 days from the start date of the trip by the insured.

Malayan Insurance Travel Master with COVID-19 covers accidental disablement or loss of life, emergency medical treatment cover for accidents, sickness (including COVID-19), provision for recovery of unused travel expenses, a wide range of travel inconvenience benefits, Personal Liability, 24/7 Travel Assistance Benefits, and Value-Added Benefits.

Foreigners traveling to the Philippines can be covered under Travel Master with COVID-19 by Malayan Insurance. The policy commences upon entry through Philippine immigration gates and ceases upon exit through the same en route to departure from the country.

Malayan's Travel Master with COVID-19 can cover the following during your travel period:

||||---|---|| Emergency Medical Treatment | Accidental Death || Emergency Trip Cancellation | Emergency Trip Termination || Flight Delay | Loss of Travel Documents || Loss of Baggage | Damage to Baggage || Baggage Delay | Loss of Laptop || Damage to Laptop | Car Rental Protection || Personal Liability |

Eligibility

You can avail of this product if you are:

- Age 1-75 years old*
- Traveling from or to the Philippines
- Traveling within the country
- Undertaking a trip not more than 90 consecutive days
- On travel of at least 100 miles or 150 kilometers away from your registered place of residence

*Anyone above 75 years old may contact csc@malayan.com for further evaluation.

Purchase Malayan Insurance Travel Master with COVID-19

Note: Standard Insurance can only issue **one policy per trip**. If you want to upgrade your policy, please contact Malayan Insurance. You may **purchase a policy for someone else**. However, kindly make sure that the details to be stated when the policy is being purchased are correct.

Malayan can accept upgrades from lower limits to higher limits subject to review and approval. Downgrades are not allowed.

You can amend your insurance coverage as long as your trip has yet to commence. You may also extend your period of travel once for as long as it does not exceed 90 days. Please contact Malayan Insurance to request for amendment or extension of your insurance coverage.

Claims and Cancellation

Claims

To file for a claim, fill out Malayan's online claims form and attach your **policy, e-ticket, passport, and related documents of your claim**.

||||---|---|| **Emergency Medical Treatment** | - Medical Certificate

- Incident Report (if accident related)
- Statement of Account
- Positive Swab Test Result

- Original Official Receipts (medical/ hospital/ pharmacy expenses) || **Accidental Death** ||
 - Police Report
- Death Certificate
- Marriage Certificate- If the beneficiary is the spouse
- Birth Certificate- If the beneficiary is a parent/ child
- Birth Certificate of the assured and beneficiary- If the beneficiary is a sibling ||
Emergency Trip Cancellation | - Medical Certificate (if due to serious illness or injury)
- Death Certificate
- Marriage Certificate- If the beneficiary is the spouse
- Birth Certificate- If the beneficiary is a parent/ child
- Birth Certificate of the assured and beneficiary- If the beneficiary is a sibling
- Original Official Receipts (pre-booked and non-refundable lodging and transportation)
- Certificate of cancellation of flight from the airline || **Emergency Trip Termination** | -
Medical Certificate (if due to serious illness or injury)
- Death Certificate
- Marriage Certificate- If the beneficiary is the spouse
- Birth Certificate- If the beneficiary is a parent/ child
- Birth Certificate of the assured and beneficiary- If beneficiary is a sibling
- Copy of new purchased E-Ticket || **Flight Delay** | - Irregularity Report from the airline
- Original Official Receipts (food/ lodging/ transportation) || **Loss of Cash** | - Police
Report || **Loss of Travel Documents** | - Police Report
- Irregularity Report (if lost inside airport premises)
- Original Official Receipts (travel and communication expenses incurred in acquiring
replacement passport/travel tickets) || **Loss of Baggage** | - Police Report
- Notarized affidavit with a list of items with brand, model, type, and corresponding
amount || **Damage to Baggage** | - Picture of damaged baggage
- Year luggage was purchased and the estimated amount || **Baggage Delay** | - Irregularity
Report from the airline
- Any document satisfactory to the insurer stating the exact time and date that the
baggage was retrieved
- Original Official Receipts (toiletries/ clothing) || **Loss of Laptop** | - Police Report ||
Damage to Laptop | - Incident Report

- Deed of Assignment (if provided by the insured's employer)
- Repair estimate or certificate of total damage from the dealer or reputable service provider
- Original Official Receipts (proof of purchase) || **Car Rental Protection** | - Police Report
- Duly Notarized Affidavit (if needed) || **Personal Liability** | - Incident Report
- Billing Statement for the damaged property |

Cancellation of Policy

In case your trip was canceled or you no longer need insurance, you can cancel your Travel Master for COVID-19 policy. Please contact Malayan Insurance and request policy cancellation.

Requests for **cancellations made prior to the inception of the trip** are entitled to a refund of **50% of the Net Premium** (excluding taxes and charges).

Contact Malayan Insurance

To contact Malayan Insurance, please check out their available channels below:

- **Hotline:** +632-8628-8628 or +632-8242-8888 local 8628
- **Email:** csc@malayan.com
- [Malayan Insurance Support form](#)

In case of an emergency during travel, please contact the following channels:

- **Viber: Assist America +63917-5622100**
- **Email: medservicephils@assistamerica.com and provide your policy copy for reference**
- **Assist America Mobile App ([Play Store](#) or [iOS](#))**
 - In the app, tap Help

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Oona Smart Flight Delay

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Standard Insurance Travel Protect International

- [Oona Smart Flight Delay](#)
- [Malayan Insurance Travel Master with COVID-19](#)
- [Standard Insurance Travel Protect International](#)
- [Standard Insurance Travel Protect Saver Plus](#)

11950899490585

Source: <https://help.gcash.com/hc/en-us/articles/11950899490585-Malayan-Insurance-Travel-Master-with-COVID-19>

Manage Your Account {#manage-your-account}

Path: sections/360004657754-Manage-Your-Account

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[I want to update my address or work information in GCash](#)

[I want to update my GCash email address](#)

[I want to update my name or birthdate in my GCash account](#)

[I want to change my mobile number linked to my GCash account](#)

[My GCash account is on hold. How can I access my account?](#)

[I was Fully Verified, why was my GCash account downgraded to a basic account?](#)

[GScore](#)

[How do I transfer money and services from my old GCash account to my new one?](#)

[How do I claim my money from a suspended GCash Basic account?](#)

[Why was my GCash account deactivated?](#)

[Privacy Choices Dashboard](#)

[SIM Card Registration Frequently Asked Questions](#)

[Can I create a GCash account if I did not register my SIM Card?](#)

[The GCash SSO \(Single Sign-On\) is not working. What do I do?](#)

[How do I delete or close my GCash account?](#)

Source: <https://help.gcash.com/hc/en-us/sections/360004657754-Manage-Your-Account>

Manage Your App {#manage-your-app}

Path: sections/900000456363-Manage-Your-App

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[I did not receive my OTP for my GCash transaction/login](#)

[How to activate and turn on location services on GCash](#)

Source: <https://help.gcash.com/hc/en-us/sections/900000456363-Manage-Your-App>

Manage orders on Ship Deliver {#manage-orders-on-ship-deliver}

Path: articles/23468512433945-Manage-orders-on-Ship-Deliver

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [How can I use Ship & Deliver to book couriers?](#)
- [Manage orders on Ship & Deliver](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

You can now easily fix your order/s through Ship and Deliver by either canceling or rebooking a canceled order. Learn how to cancel or rebook an order below.

Cancel an order

Note: Users can only cancel the delivery request before the rider has arrived at the pick up point.

The status of your refund will appear beside your order number. If you did not receive your refund in 3-5 business days, please message the chat support of Parcels PH or email them at help@lastmile.ph.

Rebook a canceled order

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How can I use Ship & Deliver to book couriers?

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- [How can I use Ship & Deliver to book couriers?](#)
- [Manage orders on Ship & Deliver](#)

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Source: <https://help.gcash.com/hc/en-us/articles/23468512433945-Manage-orders-on-Ship-Deliver>

Manage your GCash Card {#manage-your-gcash-card}

Path: sections/30286844395417-Manage-your-GCash-Card

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[How do I link my GCash Card to my GCash account?](#)

[How do I reset my GCash VISA/Mastercard PIN?](#)

[How do I deactivate my GCash Card from my account?](#)

[How do I lock my GCash Card?](#)

Source: <https://help.gcash.com/hc/en-us/sections/30286844395417-Manage-your-GCash-Card>

Manage your GCash account {#manage-your-gcash-account}

Path: articles/38037184606105-Manage-your-GCash-account

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [My GCash payment or transaction was unsuccessful but my wallet was deducted. How do I get a refund?](#)
- [Differences between Send Money, Bank Transfer, Cash In, Cash Out](#)

- [Manage your GCash account](#)
- [GCash Features for Basic vs Fully Verified Accounts](#)
- [Get Started with GCash](#)
- [Reach your Money Goals](#)
- [Protect Your GCash Account](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Manage your account information and account access, transaction history, and your linked accounts to GCash.

Update your Account Information

Learn how to update your email address, name, or birthday in your GCash account.

Register your phone to GCash

Using GCash on one phone keeps your account secure and prevents unauthorized access.

Download your Transaction History

View and download your transaction history to see all your incoming and outgoing transactions.

Link GCash as a payment method

Link your GCash account to your subscriptions or online apps.

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Differences between Send Money, Bank Transfer, Cash In, Cash Out

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GCash Features for Basic vs Fully Verified Accounts

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- [Get Started with GCash](#)
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- [Protect Your GCash Account](#)

38037184606105

Source: <https://help.gcash.com/hc/en-us/articles/38037184606105-Manage-your-GCash-account>

Manage your GCredit Account {#manage-your-gcredit-account}

Path: sections/31108586471321-Manage-your-GCredit-Account

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[How can I update my mobile number for my GCredit account?](#)

[Why was my GCredit account closed?](#)

[My GCredit was deactivated. What do I do?](#)

[How do I delete my GCredit account?](#)

Source: <https://help.gcash.com/hc/en-us/sections/31108586471321-Manage-your-GCredit-Account>

Manage your GCrypto Account {#manage-your-gcrypto-account}

Path: sections/31268628827289-Manage-your-GCrypto-Account

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[How can I close my GCrypto account?](#)

[How can I update my account information in GCrypto?](#)

[How can I update the details in my GCrypto account?](#)

Source: <https://help.gcash.com/hc/en-us/sections/31268628827289-Manage-your-GCrypto-Account>

Manage your GFunds Account {#manage-your-gfunds-account}

Path: sections/30829768315929-Manage-your-GFunds-Account

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[How do I close my GFunds account?](#)

[How do I update my account information in GFunds?](#)

Source: <https://help.gcash.com/hc/en-us/sections/30829768315929-Manage-your-GFunds-Account>

Manage your GGives Account {#manage-your-ggives-account}

Path: sections/30661694958873-Manage-your-GGives-Account

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[Am I allowed to cancel my GGives loan?](#)

[How can I update my mobile number for my GGives account?](#)

[How do I delete my GGives account?](#)

Source: <https://help.gcash.com/hc/en-us/sections/30661694958873-Manage-your-GGives-Account>

Manage your GLoan Account {#manage-your-gloan-account}

Path: sections/30344491417881-Manage-your-GLoan-Account

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

How can I update my mobile number for my GLoan account?

Who is the lender of my GLoan?

How do I delete my GLoan account?

Source: <https://help.gcash.com/hc/en-us/sections/30344491417881-Manage-your-GLoan-Account>

Manage your GStocks PH Account {#manage-your-gstocks-ph-account}

Path: sections/12859309407513-Manage-your-GStocks-PH-Account

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

How can I update my account information in my GStocks PH account?

Are there dividend stocks available in GStocks PH?

What are the applicable cash or property dividend taxes in GStocks PH?

Can I transfer stockholdings to another Philippine stock brokerage firm in GStocks PH?

How can I close my GStocks PH account?

Source: <https://help.gcash.com/hc/en-us/sections/12859309407513-Manage-your-GStocks-PH-Account>

Manage your Pera Outlet account {#manage-your-pera-outlet-account}

Path: articles/24263721962137-Manage-your-Pera-Outlet-account

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- GCash Pera Outlet Terms and Conditions
- GCash Pera Outlet Commissions and Fees
- Paano mag fund-in sa GPO Wallet?

- [Mag-apply bilang isang GCash Pera Outlet Partner](#)
- [Official GCash Pera Outlet Distributors](#)
- [Alamin ang status ng GCash Pera Outlet application](#)
- [Paano makahanap ng Authorized GCash Pera Outlet](#)
- [Dagdag pondo sa GCash Pera Outlet Wallet gamit ang GCash wallet o GGives](#)
- [Paano gamitin ang mga services ng GCash Pera Outlet](#)
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[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Hindi ma-open ang Pera Outlet

Kapag hindi mabuksan o magamit ang iyong GPO account, sundin ang mga sumusunod para ayusin ito:

1. Siguraduhing **updated** ang GCash app
2. Siguraduhing connected sa malakas na **internet connection**
3. Subukang **i-restart ang mobile phone**
4. Siguraduhing ginagamit ang **registered phone ng iyong account** para mag-log in.
Magbasa tungkol sa Account Secure dito.

Kung sakaling nasubukan na ang lahat ng nabanggit at hindi pa rin ma-access ang Pera Outlet mini app, mag-submit ng ticket kalakip ang video recording ng actual experience sa pag open ng app.

Na-deactivate ang SIM card o Nagpalit ng SIM card

Dahil sa Republic Act 11934 o [SIM Card Registration Act of 2022](#), LAHAT ng SIM card ay kinailangang mairehistro sa kanilang mga telco provider bago ang **July 25, 2023**. Layunin ng pagpaparehistro na protektahan ang mga mamimili mula sa ilegal na mga aktibidad gaya ng mobile scam, phishing, at panloloko.

Kung na-deactivate ang iyong SIM card dahil sa hindi pagrehistro nito, mananatili ang inyong impormasyon at pondo sa GCash Pera Outlet (GPO) Wallet. **Hindi kailangang mag register ulit bilang Pera Outlet retailer gamit ang bagong SIM.**

Para mag-update sa new number, [click here para mag-file ng request](#). Siguraduhin na Fully Verified ang bagong GCash account at ihanda ang mga sumusunod na impormasyon para sa request:

- Kumpletong Pangalan ng Store Owner (First, Middle, and Last Name)
- GCash Pera Outlet ID
- Old GCash Number
- New GCash Number

- Store Name
- Valid ID
- GPO Wallet Balance
- Details of Request/Concern

Maghintay ng **3-5 araw** para makumpleto ang pag-update ng mobile number na naka-link sa iyong GPO Wallet. Sa pag-update, ang lahat ng SMS notifications ng GPO ay ipapadala sa bagong nakarehistrong mobile number mo.

Alamin ang mga Pera Outlet account status

Para masiguro na secure ang iyong account at sumasang-ayon ito sa GCash Terms & Conditions, ang GCash ay nagkakaroon ng regular na review para sa mga account at transaksyon ng registered Pera Outlet Retailers. Ayon sa Sections 21 and 23 ng GCash Terms & Conditions, may karapatan ang GCash na mag-suspend the wallet nang walang paunang abiso, kung makahanap ng anumang batayan para sa pag-deactivate nito.

Ang account status ay makikita sa itaas na bahagi ng Pera Outlet mini app. I-click ang sumusunod para malaman ang ibig sabihin ng iba't ibang account status:

Partially Approved

Ang iyong account ay approved na may condition. **Kailangang makumpleto ang natitirang dokumento sa loob ng 30 days.** Makikita ito kapag i-click ang Submit Documents. Siguruhing makapag-submit ng tama at kumpletong dokumento para tuloy-tuloy ang kita

Suspended

Ang iyong account ay magiging suspended kapag nakaraan ang 30 days at hindi sapat ang nai-submit na dokumento mula ng kayo ay ma-activate bilang GPO retailer. Hindi mawawala ang iyong account o pondo, pero pansamantalang hindi magagamit ang Pera Outlet. Siguruhing makumpleto ito para patuloy na magamit ang mga serbisyo ng Pera Outlet.

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- [Manage your Pera Outlet account](#)
- [GCash Digicities](#)

24263721962137

Source: <https://help.gcash.com/hc/en-us/articles/24263721962137-Manage-your-Pera-Outlet-account>

Manulife Investment Management {#manulife-investment-management}

Manulife Investment Management

ManulifeInvestmentManagementandTrustCorporation

Head Office: 10th Floor NEX Tower, 6786 Ayala Avenue, Makati City, 1229, Philippines

CustomerCare:(02)8884-7000

DomesticToll-Free:1-800-1-888-6268

Website:manulifeim.com.ph

Email: phtrust@manulife.com

Risk Disclosure Statement

Prior to making an investment, Manulife Investment Management and Trust Corporation is hereby informing you of the nature of its Unit Investment Trust Funds (UITFs) and the securities they may invest in, and the risks involved in investing therein. As investments generally carry different degrees of risk, it is necessary that before you make any investment, you should have:

1. fully understood the nature of the securities/investment vehicles/UITFs you will be investing in and the extent of your exposure to risks; 2. read this Risk Disclosure Statement completely; and 3. independently determined that investment in said securities/investment vehicles/UITFs is appropriate for you.

There are risks involved in investing in various securities because the value of your investment may fluctuate depending on market circumstances. For UITFs in particular, the value of your investment is based on the Net Asset Value per Unit (NAVPU) of the Fund, which uses a marked-to-market valuation and therefore may fluctuate daily. The Net Asset Value (NAV) is derived from the summation of the market value of the underlying securities of the Fund plus accrued interest income less liabilities and qualified expenses.

INVESTMENTINFUNDSDOESNOTPROVIDEGUARANTEED
RETURNSEVENIFTHEFUNDSSAREINVESTEDIN
GOVERNMENTSECURITIESANDHIGH-GRADEPRIME
INVESTMENTOUTLETS.YOURPRINCIPALANDEARNINGS
FROMINVESTMENTINTHEFUNDSCANBELOSTINWHOLE
ORINPARTWHENTHENAVPUATTHETIMEOFRDEMPTION
ISLOWERTHANTHENAVPUATTHETIMEOFPARTICIPATION.
GAINSFROMINVESTMENTINTHEUITFSAREREALIZED
WHENTHENAVPUATTHETIMEOFRDEMPTIONISHIGHER
THANTHENAVPUATTHETIMEOFPARTICIPATION.

Your investment in any security through Manulife Investment Management and Trust Corporation's various investment vehicles, segregated portfolios and UITFs exposes you to the various types of risks enumerated and defined hereunder:

INTEREST RATE RISK. This is the possibility for an investor to experience losses due to changes in interest rates. The purchase and sale of a debt instrument may result in profit or loss because the value of a debt instrument changes inversely with prevailing interest rates.

The Fund's portfolio, being marked-to-market, is affected by changes in interest rates thereby affecting the value of fixed income investments such as bonds. Interest rate changes may affect the prices of fixed income securities inversely, e.g. as interest rates rise, bond prices fall and when interest rates decline, bond prices rise. As the prices of bonds in a portfolio adjust to a rise in interest rate, the portfolio's market value may decline.

MARKET/PRICE RISK. This is the possibility for an investor to experience losses due to changes in market prices of securities (e.g. bonds and equities). It is the exposure to the uncertain market value of a portfolio due to price fluctuations.

The value of investments fluctuates over a given time period because of general market conditions, economic changes or other events that impact large portions of the market such as political events, natural calamities, etc. Fixed income securities, which are not held until they mature, are subject to this risk. In the case of UITFs, the Fund may gain/lose due to increase/decline in security prices, which may sometimes happen rapidly or unpredictably, hence, the NAVPU may increase to make profit or decrease to incur loss.

LIQUIDITY RISK. This is the possibility for an investor to experience losses due to the inability to sell or convert assets into cash immediately or in instances where conversion to cash is possible but at a loss. These may be caused by different reasons such as trading in securities with small or few outstanding issues, absence of buyers, limited buy/sell activity, restricted redemption periods, or underdeveloped capital markets.

Liquidity risk occurs when certain securities in the Fund may be difficult or impossible to sell at a particular time which may prevent the withdrawal/redemption of investments until its assets can be converted to cash. Even government securities which are the most liquid of fixed income securities may be subjected to liquidity risk particularly if a sizeable volume is involved.

CREDIT RISK/DEFAULT RISK. This is the possibility for an investor to experience losses due to a borrower's failure to pay principal and/or interest in a timely manner on instruments such as bonds, loans, or other forms of security which the borrower issued. This inability of the borrower to make good on its financial obligations may have resulted

from adverse changes in its financial condition, thus, lowering credit quality of the security, and consequently lowering the price (market/price risk) which contributes to the difficulty in selling such security. It also includes risk of a counterparty (a party the Fund Manager trades with) defaulting on a contract to deliver its obligation either in cash or securities.

This is the risk of losing value in the Fund in the event the borrower defaults on his obligation or in the case of counterparty, when it fails to deliver on the agreed trade. This decline in the value of the Fund/Portfolio happens because the default /failure would make the price of the security go down and may make the security difficult to sell. As these happen, the NAVPU of a Fund may decline.

REINVESTMENT RISK. This is the risk associated with the possibility of having lower returns or earnings when maturing funds or the interest earnings of funds are reinvested.

UITF investors who redeem and realize their gains run the risk of reinvesting their funds in an alternative investment outlet with lower yields. Similarly, Manulife Investment Management and Trust Corporation is faced with the risk of not being able to find good or better alternative investment outlets as some of the securities in the Fund matures.

OFFSETTING/HEDGING RISK. This is the possibility for an investor to experience losses brought about by the inherent risks which the underlying investment is exposed to despite the use of a hedging instrument.

Hedging is the act of reducing the exposure of the underlying investment from its risks. In order for hedging to be effective, the prices of the hedging instruments and the underlying investment should normally move in opposite directions.

There is no guarantee, however, that the effectiveness of a hedging instrument shall remain throughout the term of the underlying investment. Should the hedging instrument become ineffective, liquidating this based on market prices may result to losses.

In case of a foreign currency-denominated security or a peso-denominated fund that is allowed to invest in securities denominated in currencies other than its base currency, the segregated portfolio and the fund are also exposed to the following risks:

FOREIGN EXCHANGE RISK. This is the possibility for an investor to experience losses due to fluctuations in foreign exchange rates. The exchange rates depend upon a variety of global and local factors, e.g. interest rates, economic performance, and political developments.

It is the risk of a security to currency fluctuations when the value of investments in securities denominated in currencies other than the base currency of the security depreciates. Conversely, it is the risk of the security to lose value when the base currency of the security appreciates. The NAVPU of a peso-denominated UITF invested in foreign currency-denominated securities may decrease to incur loss when the peso appreciates.

COUNTRY RISK. This is the possibility for an investor to experience losses arising from investments in securities issued by/in foreign countries due to the political, economic and social structures of such countries. There are risks in foreign investments due to the possible internal and external conflicts, currency devaluations, foreign ownership limitations and tax increases of the foreign country involved which are difficult to predict but must be taken into account in making such investments.

Likewise, brokerage commissions and other fees may be higher in foreign securities. Government supervision and regulation of foreign stock exchanges, currency markets, trading systems and brokers may be less than those in the Philippines. The procedures and rules governing foreign transactions and custody of securities may also involve delays in payment, delivery or recovery of investments.

OTHER RISKS. Your Fund may be further exposed to the risk of any actual or potential conflicts of interest in the handling of in-house or related party transactions by Manulife Investment Management and Trust Corporation. These transactions may include purchase of own-institution or affiliate obligations; purchase of assets from or sales to own institution, directors, officers, subsidiaries, affiliates or other related interests/parties; or purchases or sales between fiduciary/managed accounts.

I HAVE COMPLETELY READ AND FULLY UNDERSTOOD THIS RISK DISCLOSURE STATEMENT AND THE SAME WAS CLEARLY EXPLAINED TO ME BY A MANULIFE INVESTMENT MANAGEMENT AND TRUST CORPORATION SALES PERSONNEL/WEALTH SPECIALIST BEFORE I AFFIXED MY SIGNATURE HEREIN. I HEREBY VOLUNTARILY AND WILLINGLY AGREE TO COMPLY WITH ANY AND ALL LAWS, REGULATIONS, THE PLAN RULES/PROSPECTUS, WRITTEN TRUST/OTHER FIDUCIARY/INVESTMENT MANAGEMENT AGREEMENT, TERMS AND CONDITIONS GOVERNING MY INVESTMENT.

I acknowledge that I have (1) advised the client to read this Risk Disclosure Statement; (2) encouraged the client to ask questions on matters contained in this Risk Disclosure Statement, and (3) fully explained the same to the client.

Sales Personnel/Wealth Specialist's Signature and Printed Name

Distributor Code

Date signed (mm/dd/yy)

Source: https://help.gcash.com/hc/en-us/article_attachments/38418763661465

Manulife Investment Management {#manulife-investment-management}

Manulife Investment Management

Manulife Investment Management and Trust Corporation

Head Office: 10th Floor NEX Tower, 6786 Ayala Avenue, Makati City, 1229, Philippines

Customer Care: (02) 8884-7000

Domestic Toll-Free: 1-800-1-888-6268

Website: manulifeim.com.ph

Email: phtrust@manulife.com

Unit Investment Trust Funds Omnibus Participating Trust Agreement (Trustee's Copy)

Account Name

Account No.

The Participant, as TRUSTOR, through this Omnibus Participating Trust Agreement (the "Agreement"), hereby agrees to participate in the Manulife Investment Management and Trust Corporation Unit Investment Trust Fund/s (the "Fund/s") it has duly selected based on its Client Suitability Assessment (CSA)/Investment Policy Statement (IPS) OR in accordance with its risk appetite as supported by the Client Waiver it has executed established and administered by Manulife Investment Management and Trust Corporation (the "TRUSTEE"). The TRUSTOR also agrees that its initial contribution and subsequent contributions to Fund/s are subject to the approval of the TRUSTEE after which an evidence of participation shall be issued to the TRUSTEE; and that prior to approval, the TRUSTEE shall not be liable to the TRUSTOR for any loss arising from market fluctuations and price volatility of the securities held by the FUND/s.

It is expressly understood and agreed that this Agreement is subject to, and does not amend, modify or limit, the respective Fund/s' Declaration/s of Trust (the "Plan Rules"). As such, the TRUSTOR, hereby explicitly acknowledges having read and fully understood the Plan Rules pertaining to its investment/s and is amenable to all the terms and conditions contained therein. The TRUSTOR also confirms and certifies that the Fund/s is/are suitable to its investment requirements.

The TRUSTOR and the TRUSTEE likewise agree as follows:

1. Participation and Redemption. Participation in the Fund/s and redemption of such participation shall be allowed only on the basis of the net asset value of each participation unit (the "NAVPU") determined in accordance with the applicable Plan Rules. The TRUSTOR's investment in each Fund shall be expressed in terms of number of units of participation as appearing in the TRUSTOR's evidence of participation.

As its participation, the TRUSTOR shall transfer, convey and pay unto the TRUSTEE, such amount representing the value of the units as indicated in the TRUSTOR's evidence of participation, in the currency likewise indicated therein.

The TRUSTOR may redeem its participation in a Fund through means allowed under the TRUSTEE's policy. Participation and redemption shall be allowed only at such times as provided in the applicable Plan Rules.

As the participation and redemption of such participation are subject to certain documentary requirements, the NAVPU that will be applicable to the TRUSTOR's participation or redemption shall depend on the date the participation is actually approved or when the redemption is actually processed.

2. Client Suitability. Prior to the acceptance of participation, the TRUSTEE shall perform client suitability, through Client Suitability Assessment forms, which shall be acknowledged and signed by the TRUSTOR. Notwithstanding the investor classification/risk profiling made by the TRUSTEE of the TRUSTOR through the CSA, the TRUSTOR may waive the results of the CSA and invest in a Fund which bears a higher risk through the accomplishment of the Client Waiver.
3. Disclosure of Risks. The TRUSTOR confirms that it has read and understood the Risk Disclosure Statement prior to executing and agreeing to be bound by this Agreement.
4. Administration and Investment of Each Fund. Each Fund, which is the pool of trust funds from the participating trustors thereof, shall be managed, administered and invested by the TRUSTEE under the operation of the applicable Plan Rules.
5. Disclosure of Investment Outlets. TRUSTEE shall make available for the information of any interested participant a list of prospective and outstanding investment outlets for each Fund, which list shall be updated at least quarterly.
6. Compensation. As compensation for the TRUSTEE services, it shall be entitled to compensation as provided in the applicable Plan Rules.
7. Liability of TRUSTEE. Save that attributable to the TRUSTEE's fraud, willful default, evident bad faith or gross negligence, the TRUSTEE shall not be liable for any loss or depreciation in the value of the Fund/s or in the value of the TRUSTOR's units of participation in the Fund/s arising from any act done by the TRUSTEE pursuant to the terms hereof and the applicable Plan Rules. Neither shall the TRUSTEE be liable for refraining to do any act where such inaction in the good faith judgment of the TRUSTEE is necessary and appropriate for the proper and advantageous administration and management of the Fund/s.
8. Amendments. This Agreement shall be deemed automatically modified as and when the Plan Rules are amended by the TRUSTEE in order to comply with applicable laws and/or Bangko Sentral ng Pilipinas regulations and for such other purposes as may be deemed proper by the TRUSTEE.
9. Term of Agreement. This Agreement shall continue and remain in force until the termination of the Fund/s in accordance with the Plan Rules or with laws or regulations then existing.
10. Reference Documents. The terms and conditions in the Plan Rules, Risk Disclosure Statement, Client Suitability Assessment, the Client Waiver and the evidence of participation are incorporated herein by reference, restated herein and shall form integral parts hereof. In executing this Agreement, the TRUSTOR represents that it has carefully read and fully understood the same documents and that it has agreed to

be bound by all terms and conditions thereof. In case of inconsistencies, the provisions of the Plan Rules shall prevail over those of this Agreement and the other reference documents.

11. Evidence of Participation. Contributions of the TRUSTOR into any of the Funds shall be evidenced by a separate Confirmation of Participation or Statement of Account, which is issued by the TRUSTEE for this purpose. Any evidence of participation is non-negotiable and serves only to confirm the units purchased as of its date. The possession of the original copy of any evidence of participation does not constitute proof that the units appearing therein remain outstanding. The TRUSTOR's outstanding units shall be based on the books and records of the TRUSTEE. The TRUSTEE reserves the right to require the prior surrender of any evidence of participation upon redemption of units. Notwithstanding the requirement for surrender, mere possession of the evidence of participation shall not be presumed or deemed as proof of non-payment of the participation.
12. Cooling-Off Provision. The participant of the Fund may avail of the cooling-off period of two (2) business days immediately following the approval of its participation in the Fund without penalty, subject to submission of a written notice to the TRUSTEE during the cooling-off period. The settlement amount shall be calculated based on the NAVPU of the Fund to be released on the immediately succeeding business day following receipt of the notice to avail of the cooling-off period.
13. Freezing of Account. The TRUSTEE shall have the right, in its sole discretion, but without any obligation to do so, to freeze the Account without incurring any liability to the TRUSTOR for any of the following instances:

- the Account is the subject of an ongoing investigation for suspicious transaction, cybercrime, identity theft, estafa, fraud and financial crimes;
- there is an unsettled claim or dispute related to the Account;
- the TRUSTEE is notified of the death of the TRUSTOR and the claimants have not yet fully complied with the TRUSTEE's settlement requirements; or
- the TRUSTEE received a notice or order from a court or other competent authority or written instruction from the Anti Money Laundering Council (AMLC) or other government or regulatory body to freeze the Account.

The TRUSTOR hereby agrees to fully indemnify and hold the TRUSTEE, its directors, officers, employees, and other authorized representatives free and harmless against any and all liabilities, whether civil, criminal, or administrative, which the TRUSTEE, its directors, officers, employees, and representatives, or any of them may incur or suffer in connection with the TRUSTEE's act of freezing the Account or the pursuit of any such action which the TRUSTEE considers appropriate.

14. Privacy Consent Clause. The Trustee collects and uses the Trustor's personal and sensitive information to carry on its trust and fiduciary business. By signing this form and continuing to avail of the Trustee's products and services, the Trustor agrees that the information it has provided and any subsequent changes to it can be processed, shared, disclosed, transferred or used by the Trustee, including its shareholders, directors, and employees, affiliates, subsidiaries, business partners, any member of the Manulife Financial Group, (including those located overseas), advisors, Sales Personnel/Wealth Specialists, representatives, industry associations and databases,

local and foreign authorities having jurisdiction over companies within the Manulife Financial Group, external auditors/counsels, and its third party service providers (whether within or outside the Philippines) within the rules set by the Data Privacy Act of 2012, as may be amended from time to time, relevant regulations and the Company's privacy policy available at www.manulifeim.com.ph/customer-privacy-policy for purposes of:

- approving the Trustor's application;
- administering and servicing the account; marketing (including marketing of products and services offered by any member of the Manulife Financial Group and those of the Trustee's business partners), promoting, getting feedback on the Trustee's products and services, and measuring client satisfaction; conducting data analytics and doing automated data processing;
- preventing money laundering or terrorist financing activities; complying with reportorial and regulatory requirements of both local and foreign regulatory authorities (including local and foreign tax authorities and stock exchanges) as well as other legal, regulatory or contractual obligations of any member within the Manulife Financial Group, relating to information sharing, tax reporting or otherwise;
- the Trustee's internal purposes such as governance, risk, and underwriting management, and reporting; and
- for other reasonable purposes related to the service provided.

The Trustor will not unreasonably cancel its consent which could result to the Trustee or any member of the Manulife Group violating any law, rules, regulations or guidelines or its obligation under any contract or commitment with local or foreign regulators, governmental bodies or industry recognized bodies (whether within or outside the Philippines).

For the Trustor's personal and sensitive information which it has provided to the Trustee, it is allowing the Trustee to keep these in line with its records retention policy. The Trustor will not hold the Trustee responsible for any claim, loss, liability and cost as a result of using such information for valid purposes.

15. The TRUSTOR acknowledges that the Fund/s are trust products and are NOT deposit accounts, obligations of, guaranteed, or insured by the TRUSTEE. The returns and any income or loss arising from market fluctuations and price volatility of the securities held by the Fund/s, including investments in government securities, are for the TRUSTOR's account. The units of participation in a Fund/s, when redeemed, may be worth more or less than the TRUSTOR's initial investment. Historical performance, when presented, is purely for reference purposes and is not a guarantee of similar future results. The TRUSTEE is not liable for losses, unless there is fraud, willful default, evident bad faith or gross negligence on its part.

Agreed and accepted by:

Source: https://help.gcash.com/hc/en-us/article_attachments/38418763694489

Merchant didn't receive the payment and/or SMS when I used Scan to Pay. What do I do? {#merchant-didn-t-receive-the-payment-and-or-sms-when-i-used-scan-to-pay-what-do-i-do}

Path: articles/31316001083289-Merchant-didn-t-receive-the-payment-and-or-SMS-when-I-used-Scan-to-Pay-What-do-I-do

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Articles in this section

- [How do I use Scan to Order on GCash?](#)
- [How can I use Scan to Pay via QR Code?](#)
- [Can GCash QR Payments be used in other countries?](#)
- [I can't scan the QR code. What do I do?](#)
- [I was charged multiple times after using Scan to Pay QR. What do I do?](#)
- [Merchant didn't receive the payment and/or SMS when I used Scan to Pay. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If the merchant did not receive your payment, check your [GCash transaction history](#) to see if your payment was recorded.

If the payment was reflected and the merchant did not receive the payment or SMS Confirmation: [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I was charged multiple times after using Scan to Pay QR. What do I do?](#)
- [I can't scan the QR code. What do I do?](#)
- [Can GCash QR Payments be used in other countries?](#)

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I was charged multiple times after using Scan to Pay QR. What do I do?

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- [How do I use Scan to Order on GCash?](#)
- [How can I use Scan to Pay via QR Code?](#)
- [Can GCash QR Payments be used in other countries?](#)
- [I can't scan the QR code. What do I do?](#)
- [I was charged multiple times after using Scan to Pay QR. What do I do?](#)
- [Merchant didn't receive the payment and/or SMS when I used Scan to Pay. What do I do?](#)

31316001083289

Source: <https://help.gcash.com/hc/en-us/articles/31316001083289-Merchant-didn-t-receive-the-payment-and-or-SMS-when-I-used-Scan-to-Pay-What-do-I-do>

Move It Summer Promo 2025 {#move-it-summer-promo-2025}

Path: articles/45621558291481-Move-It-Summer-Promo-2025

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Articles in this section

- [GCash Cards Dota 2 Experience 2025 Raffle](#)
- [Fuse Summer Promo 2025](#)
- [Sulong Kaagapay UNAHCO Cashback Promo](#)
- [GCrypto Rebate Promo](#)
- [CIMB PH – Earn More Promo](#)
- [Move It Summer Promo 2025](#)
- [GCash Summer 2025 Promo](#)
- [Lucky Pay Bills Promo](#)
- [HODL and Win USDC Promo](#)
- [Load Voucher Promo for Verification](#)

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Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

The **Move It Summer Promo** lets you score **PHP 30 GCash Cashback or Ice Cream Vouchers** when you complete 5 rides using the Move It app.

Promo Duration

April 1, 2025 to June 30, 2025.

Prizes

Winners can receive PHP 30.00 GCash Cashback Vouchers or PHP 30.00 GCash Ice Cream Vouchers.

Note: The PHP 30.00 GCash Cashback voucher can be withdrawn as cash or transferred, but the PHP 30.00 GCash Ice Cream Voucher can only be used to purchase ice cream at Wendy's, Yogorino, and Dairy Queen.

Eligibility

This exclusive promo is open to all Filipino GCash users aged 18 years old and above.

Note: Some promos may not be available to GCash International users.

How to participate

Complete 5 rides with Move It to qualify. Winners will receive a unique code and URL via Grab notification inbox to play a game and win the voucher.

How to claim the voucher

1. Click the GCash claim page link from your notification.
2. Enter your mobile number and the redemption code from your eVoucher.
3. Accept the terms and conditions, then tap **Claim**.
4. A pop-up will confirm your PHP 30 voucher—click **Claim Now** to complete.

Your voucher will be credited directly to your GCash wallet.

If the promo code doesn't work, you can:

- **Check the terms and conditions**

Ensure the merchant you're transacting with is eligible for the deal. Promo codes are valid only for specific merchants, products categories, or services.

- **Ensure the minimum spend requirement is met**

Verify if your total purchase meets the minimum spend required to use the code. This information is usually included in the promo details.

- **Confirm the voucher is still valid**

Double-check the validity date of your promo codes. Expired codes cannot be redeemed.

If the promo code still doesn't work, please contact the Move It Support team:

Hotline: 1800 1550 0092

Email: contact@moveitmilamigwins.com

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- [Fuse Summer Promo 2025](#)
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- [Load Voucher Promo for Verification](#)
- [Where can I check GCash Promos?](#)
- [View and use vouchers via Voucher Pocket](#)
- [I don't want to receive SMS of GCash offers and promos](#)

45621558291481

Source: <https://help.gcash.com/hc/en-us/articles/45621558291481-Move-It-Summer-Promo-2025>

My Buy Order has not been reflected in my GFunds account What do I do {#my-buy-order-has-not-been-reflected-in-my-gfunds-account-what-do-i-do}

Path: articles/30845990526105-My-Buy-Order-has-not-been-reflected-in-my-GFunds-account-What-do-I-do

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Articles in this section

- [My Sell Order has not been reflected in my GFunds account. What do I do?](#)
- [I can't buy or sell funds in GFunds. What do I do?](#)

- [I can't open a GFunds account. What do I do?](#)
- [I can't access my GFunds account. What do I do?](#)
- [Why am I not qualified for GFunds?](#)
- [My Buy Order has not been reflected in my GFunds account. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

GCash processes all Buy Orders of investment funds within a standard time frame. If your investment in GFunds has not been reflected yet, check if your Buy Order is still within its expected number of processing days in the table below:

Fund	Buy Order Completion Date				Philippine Stock Index Fund 3 Business Days ATRAM Peso Money Market Fund 3 Business Days ATRAM Total Return Peso Bond Fund 4 Business Days ATRAM Philippine Equity Smart Index Fund 4 Business Days ATRAM Philippine Sustainable Development and Growth Fund 4 Business Days ALFM Global Multi-Asset Income Fund 4 Business Days ATRAM Global Technology Feeder Fund 5 Business Days ATRAM Global Consumer Trends Feeder Fund 5 Business Days ATRAM Global Equity Opportunity Fund 5 Business Days ATRAM Global Health Care Fund 5 Business Days ATRAM Global Infra Equity Fund 5 Business Days
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Note that GCash processes orders from **12:00 AM to 11:59 PM**. This means that the processing of your Buy Order starts on the next banking day after you place your order.

If the fund still has not been reflected **1 business day** after the expected number of processing days, [click here to ask for help](#) and a customer representative will be in touch in **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't buy or sell in GFunds. What do I do?](#)
- [I can't access my GFunds account. What do I do?](#)
- [How do I track my pending Buy and Sell orders in GFunds?](#)

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- [My Sell Order has not been reflected in my GFunds account. What do I do?](#)
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- [Why am I not qualified for GFunds?](#)
- [My Buy Order has not been reflected in my GFunds account. What do I do?](#)

30845990526105

Source: <https://help.gcash.com/hc/en-us/articles/30845990526105-My-Buy-Order-has-not-been-reflected-in-my-GFunds-account-What-do-I-do>

My Buy Order has not been reflected in my GStocks PH account What do I do {#my-buy-order-has-not-been-reflected-in-my-gstocks-ph-account-what-do-i-do}

Path: articles/31256477945369-My-Buy-Order-has-not-been-reflected-in-my-GStocks-PH-account-What-do-I-do

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Articles in this section

- [I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?](#)
- [My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?](#)
- [I can't access my GStocks PH account. What do I do?](#)
- [I can't open an account in GStocks PH. What do I do?](#)
- [How can I follow up on my GStocks PH account?](#)
- [I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?](#)
- [I can't buy or sell in GStocks PH. What do I do?](#)
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- [My GStocks PH buy or sell order was rejected. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

If you made a **Buy Order** and it has not been reflected, first check if your available funds and assets are enough for the order.

When placing a Buy Order, remember to:

- Follow the applicable Lot Size and Price Fluctuation for your chosen stock as described in the Board Lot table
- Submit your trade orders within the correct market hours corresponding to the PSE Trading Hours
- Follow the price ceiling and price floor limitations as implemented by PSE

Note:

The PSE trading hours are from **9:30 am to 12:00 pm** and **1:00 pm to 3:00 pm** Philippine Standard Time (GMT+08:00), from Monday to Friday (excluding holidays).

If your Buy Order still has not been reflected, please [click here to ask for help](#).

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I buy PH stocks in GStocks PH?](#)
- [How can I sell PH stocks in GStocks PH?](#)
- [How do I check the status of my GStocks PH order?](#)

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31256477945369

Source: <https://help.gcash.com/hc/en-us/articles/31256477945369-My-Buy-Order-has-not-been-reflected-in-my-GStocks-PH-account-What-do-I-do>

My GCash Card got stuck in the ATM What do I do {#my-gcash-card-got-stuck-in-the-atm-what-do-i-do}

Path: articles/30287216824601-My-GCash-Card-got-stuck-in-the-ATM-What-do-I-do

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- [I can't order a GCash Card. What do I do?](#)
- [My GCash Card has not been delivered yet after 10 days. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I want a refund for a purchase I made using my GCash Card](#)
- [I can't withdraw using my GCash Card. What do I do?](#)
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- [The ATM did not release any money after withdrawing using my GCash Card](#)
- [I can't link my GCash Card to my GCash account. What do I do?](#)

[See more](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

If your GCash Card gets stuck or captured in the ATM, here's what to do:

- **Contact the ATM Bank:** Immediately **reach out to the bank** where the ATM is located to coordinate the retrieval of your card.
- **Lock Your GCash Card:** For your security, [lock your GCash Card](#) through the GCash app to prevent unauthorized transactions.
- **Unlock When Retrieved:** Once you've retrieved your card from the bank, you can unlock it through the GCash app.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't withdraw using my GCash Card. What do I do?](#)
- [How do I lock my GCash Card?](#)
- [How do I reset my GCash VISA/Mastercard PIN?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
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- [I can't link my GCash Card to my GCash account. What do I do?](#)
- [I can't deactivate my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card has been lost or stolen. What do I do?](#)
- [How do I transfer my linked GCash VISA/Mastercard Card to a new mobile number?](#)
- [I can't apply my GCash Card promo voucher when ordering a card. What do I do?](#)

30287216824601

Source: <https://help.gcash.com/hc/en-us/articles/30287216824601-My-GCash-Card-got-stuck-in-the-ATM-What-do-I-do>

My GCash Card has been lost or stolen What do I do {#my-gcash-card-has-been-lost-or-stolen-what-do-i-do}

Path: articles/30287388112921-My-GCash-Card-has-been-lost-or-stolen-What-do-I-do

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Articles in this section

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- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I want a refund for a purchase I made using my GCash Card](#)
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- [I can't link my GCash Card to my GCash account. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If your GCash Card is lost or stolen, follow these steps immediately:

1. Open the GCash app and lock your card to block any transactions.
2. Once you've done this, report your lost or stolen card to keep your funds safe. A customer service representative will contact you within **1-2 business days**.
3. Review your recent transactions to ensure no unauthorized activity has taken place.

Need more Help?

For other inquiries or concerns, check out the following articles:

- I noticed unauthorized transactions in my GCash account. What do I do?
- How do I lock my GCash Card?
- How do I reset my GCash VISA/Mastercard PIN?
- How do I deactivate my GCash Card from my account?
- How do I transfer my linked GCash VISA/Mastercard Card to a new mobile number?
- I lost the SIM or phone where my GCash account is registered

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- How do I transfer my linked GCash VISA/Mastercard Card to a new mobile number?
- I can't apply my GCash Card promo voucher when ordering a card. What do I do?

30287388112921

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My GCash Card has not been delivered yet after 10 days What do I do {#my-gcash-card-has-not-been-delivered-yet-after-10-days-what-do-i-do}

Path: articles/30287100810009-My-GCash-Card-has-not-been-delivered-yet-after-10-days-What-do-I-do

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- [I can't link my GCash Card to my GCash account. What do I do?](#)

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Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

Once you successfully order your GCash Card, it will be delivered within **4-10 business days depending on your area.**

|||| --- | --- || NCR | 4 to 6 business days | | Luzon | 6 to 8 business days | | Visayas & Mindanao | 8 to 10 business days |

If you have received a tracking number from **Ninja Van**, you can check your card's delivery status by visiting the Ninja Van Portal and entering your tracking number.

If you **haven't received a tracking number yet**, your card may still be in the endorsement or waybill printing stage.

If **more than 10 business days** have passed and you still haven't received your card, please chat with **Gigi** for further assistance.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Can GCash deliver my GCash Card to my location?](#)
- [GCash Card Fast FAQS](#)
- [What can I do with my GCash VISA/Mastercard Card?](#)
- [How can I pay using my GCash Card?](#)

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30287100810009

Source: <https://help.gcash.com/hc/en-us/articles/30287100810009-My-GCash-Card-has-not-been-delivered-yet-after-10-days-What-do-I-do>

My GCash Card is not being accepted by a merchant for payment What do I do {#my-gcash-card-is-not-being-accepted-by-a-merchant-for-payment-what-do-i-do}

Path: articles/30287172161305-My-GCash-Card-is-not-being-accepted-by-a-merchant-for-payment-What-do-I-do

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Articles in this section

- [I can't order a GCash Card. What do I do?](#)
- [My GCash Card has not been delivered yet after 10 days. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I want a refund for a purchase I made using my GCash Card](#)
- [I can't withdraw using my GCash Card. What do I do?](#)
- [My GCash Card got stuck in the ATM. What do I do?](#)
- [The ATM did not release any money after withdrawing using my GCash Card](#)
- [I can't link my GCash Card to my GCash account. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If your GCash Card is not being accepted by a merchant, follow these steps:

- **Check your card status:** Make sure your GCash Card is activated
- **Check your wallet balance:** Make sure your GCash wallet has sufficient balance for the transaction.

- **Verify merchant's POS system:** Confirm if the merchant's POS terminal is compatible with your GCash Card.

Note: The GCash Mastercard is not compatible with some online merchants. We recommend to order a new VISA Card.

If the merchant still refuses to accept your GCash Card for payment, click here to ask for help. A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- I can't pay using my GCash VISA/Mastercard Card. What do I do?
- I paid using my GCash Card but it's not reflecting yet. What should I do?
- I want a refund for a purchase I made using my GCash Card
- How can I pay using my GCash Card?

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I can't pay using my GCash VISA/Mastercard Card. What do I do?

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- I can't order a GCash Card. What do I do?
- My GCash Card has not been delivered yet after 10 days. What do I do?
- I paid using my GCash Card but it's not reflecting yet. What should I do?
- I can't pay using my GCash VISA/Mastercard Card. What do I do?
- My GCash Card is not being accepted by a merchant for payment. What do I do?
- I want a refund for a purchase I made using my GCash Card
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- My GCash Card got stuck in the ATM. What do I do?
- The ATM did not release any money after withdrawing using my GCash Card
- I can't link my GCash Card to my GCash account. What do I do?
- I can't deactivate my GCash VISA/Mastercard Card. What do I do?
- My GCash Card has been lost or stolen. What do I do?
- How do I transfer my linked GCash VISA/Mastercard Card to a new mobile number?
- I can't apply my GCash Card promo voucher when ordering a card. What do I do?

30287172161305

Source: <https://help.gcash.com/hc/en-us/articles/30287172161305-My-GCash-Card-is-not-being-accepted-by-a-merchant-for-payment-What-do-I-do>

My GCash account is on hold How can I access my account {#my-gcash-account-is-on-hold-how-can-i-access-my-account}

Path: articles/18374080547609-My-GCash-account-is-on-hold-How-can-I-access-my-account

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Articles in this section

- [I want to update my address or work information in GCash](#)
- [I want to update my GCash email address](#)
- [I want to update my name or birthdate in my GCash account](#)
- [I want to change my mobile number linked to my GCash account](#)
- [My GCash account is on hold. How can I access my account?](#)
- [I was Fully Verified, why was my GCash account downgraded to a basic account?](#)
- [GScore](#)
- [How do I transfer money and services from my old GCash account to my new one?](#)
- [How do I claim my money from a suspended GCash Basic account?](#)
- [Why was my GCash account deactivated?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you encountered a prompt saying “Your account is on hold,” it may be due to any of the following:

- **Inactivity:** If your GCash Basic account hasn’t been fully verified in the last 12 months, it will be deactivated.
- **Invalid Information:** The information and documents you provided for verification may not be real or accurate.
- **Illegal Use:** Your account might be involved in illegal activities or suspicious transactions, or it might be used by someone not authorized.
- **Legal Orders:** GCash may have received instructions from a government agency or court to hold your account.
- **Inactive Wallet:** If your GCash Wallet has had no transactions or a zero balance for at least 6 months, it’s considered inactive.

What to Do If Your Account Is on Hold

1. Check if you received an email

Double-check your GCash-registered email's inbox or spam folder if you received an email regarding "**Account Deactivation.**" If you received this email, [click here to ask for help to unblock your account.](#)

Once unblocked, you **MUST Fully Verify** your account. If you don't verify within **48 hours**, it will be blocked again.

2. Check for an SMS on routine verification

If you didn't receive any email, check if you received an SMS from GCash: "*Hi! Your GCash account was put on hold due to routine verification. This is following GCash's Terms and Conditions.*"

To access your account, [click here to submit](#) the following required documents:

- Front and back photos of two valid government-issued IDs.
- A photo of your signature on paper.
- Proof of income (like your income tax return or payslip if employed; business registration if self-employed).
- Proof of billing (like a utility bill or rental statement)

3. Chat with Gigi for more assistance

If you didn't receive an SMS or email, **Chat with Gigi and type 'Account on Hold'** for help in checking your account. Please prepare the following requirements that Gigi will ask:

- Photos of two valid government-issued IDs
- A selfie with the IDs
- A screenshot of your Phone/SIM Settings showing your GCash-registered number

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Why was my GCash account deactivated?](#)
- [How do I delete or close my GCash account?](#)
- [I want to transact offline with GCash. What do I do?](#)
- [I noticed unauthorized transactions in my GCash account. What do I do?](#)

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- I want to change my mobile number linked to my GCash account
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- How do I claim my money from a suspended GCash Basic account?
- Why was my GCash account deactivated?
- Privacy Choices Dashboard
- SIM Card Registration Frequently Asked Questions
- Can I create a GCash account if I did not register my SIM Card?
- The GCash SSO (Single Sign-On) is not working. What do I do?
- How do I delete or close my GCash account?

18374080547609

Source: <https://help.gcash.com/hc/en-us/articles/18374080547609-My-GCash-account-is-on-hold-How-can-I-access-my-account>

My GCash account is still not verified after 3 days What do I do {#my-gcash-account-is-still-not-verified-after-3-days-what-do-i-do}

Path: articles/30299089512601-My-GCash-account-is-still-not-verified-after-3-days-What-do-I-do

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Articles in this section

- What are the steps to get a Fully Verified GCash account?
- Accepted IDs for GCash Verification
- I don't have accepted IDs for GCash verification. What do I do?
- I'm having issues with using my ePhil ID (Paper type) or Digital National ID to verify my GCash account
- Ano ang mga steps para makakuha ng Fully Verified na GCash Account?
- How can I submit additional documents for my GCash Jr. verification?
- Hindi pa verified ang GCash account ko pagkatapos ng 3 araw. Ano ang gagawin ko?
- My GCash account is still not verified after 3 days. What do I do?
- My GCash account verification failed. What should I do?
- Why did I receive a notification to update my GCash account information?

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

After you've finished the verification process, it usually takes up to 3 days to review your application. You should receive an SMS update after 3 days.

If your verification is taking too long, here's what you can do to find out why it's delayed and resolve pending GCash verification issues:

Please go to the GCash app > Profile > Verify Now and **check what you are seeing on your verification page**.

Upgrade your GCash. Verify Now

If you see this, this could mean you...

- **Haven't started** the verification process
- **Did not finish** your most recent verification attempt
- Finished the process, but your most **recent application was rejected**

To proceed, tap **Verify Now** at the bottom of the screen to start or continue with the verification process. You should receive an SMS update on your verification after 3 days.

Please Complete Your Verification

This means we need some **additional documents** from you before proceeding with your application. Tap "**Continue Verification**" to view the documents needed and submit them within **10 days** to complete your verification.

Once you've submitted your additional documents, please expect an SMS update from us within **4 days**. Please note that if you're unable to submit the documents within 10 days, you will need to restart the verification process.

We're Verifying Your Account

This means we've received your application and are currently reviewing it. This usually takes **up to 3 days**.

If it's been more than 3 days and you haven't received an update, please [click here to follow up on your verification](#). Make sure to take a screenshot of your verification page and attach a photo of it when submitting your ticket for a smoother process! A customer service representative will contact you in **24 hours**.

Need More Help?

Check out the articles below about verifying your GCash account

- 👉 [What are the steps to get a fully verified account?](#)
- 👉 [Accepted IDs for GCash Verification](#)

👉 [My GCash account verification failed. What should I do?](#)

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Hindi pa verified ang GCash account ko pagkatapos ng 3 araw. Ano ang gagawin ko?

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- [I'm having issues with using my ePhil ID \(Paper type\) or Digital National ID to verify my GCash account](#)
- [Ano ang mga steps para makakuha ng Fully Verified na GCash Account?](#)
- [How can I submit additional documents for my GCash Jr. verification?](#)
- [Hindi pa verified ang GCash account ko pagkatapos ng 3 araw. Ano ang gagawin ko?](#)
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- [Why did I receive a notification to update my GCash account information?](#)
- [What happens if I don't fully verify my GCash account?](#)
- [Can I get fully verified on GCash offline?](#)

30299089512601

Source: <https://help.gcash.com/hc/en-us/articles/30299089512601-My-GCash-account-is-still-not-verified-after-3-days-What-do-I-do>

My GCash account verification failed What should I do {#my-gcash-account-verification-failed-what-should-i-do}

Path: articles/900006458483-My-GCash-account-verification-failed-What-should-I-do

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [I don't have accepted IDs for GCash verification. What do I do?](#)
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- [Ano ang mga steps para makakuha ng Fully Verified na GCash Account?](#)
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- [Hindi pa verified ang GCash account ko pagkatapos ng 3 araw. Ano ang gagawin ko?](#)
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- [Why did I receive a notification to update my GCash account information?](#)

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- [Accepted IDs for GCash Verification](#)
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If your account verification was rejected, watch the video below to learn the common reasons for errors and learn troubleshooting tips to resolve verification issues.

Tips para maging GCash-verified! - YouTube

GCash

285K subscribers

[Tips para maging GCash-verified!](#)

GCash

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If you received an SMS notification that your GCash verification was unsuccessful or rejected, there will be details in the message on the reason why. Here are some possible reasons and what you can do next:

Selfie Scan Not Working

The photo you submitted couldn't be properly verified because your selfie scan may have been:

- **Blurred:** Ensure your photo is clear.
- **Too Dark:** Use good lighting.
- **Obstructed:** Make sure your face is fully visible and not covered.

Tips for a Successful Selfie Scan:

- **Lighting:** Take the photo in a well-lit area.
- **Visibility:** Ensure your full face is visible.
- **Background:** Avoid people or distractions in the background.
- **Attire:** Wear a shirt or a top during your selfie scan

ID Scan & Quality Error

This means there was a problem with either the photo of the ID you submitted or the actual ID.

Tips for Proper ID Submission:

- **Original & Valid ID:** Use the actual ID, not a photocopy/xerox/scanned copy. Make sure it's an accepted ID that is NOT expired
- **Good Lighting:** Take the photo in a well-lit space
- **Fully Visible:** Ensure the entire ID is seen in the photo and not cropped
- **Clear:** Make sure none of the details or picture is blurry
- **Orientation:** Take the photo right side up
- **Details should match:** The info in your ID should match the info you inputted in the GCash app

Unable to Submit Additional Documents

If your GCash account verification failed because you were unable to submit the required additional documents within 10 days, here's what to do:

1. Open the GCash app > Go to your Profile
2. Tap **Verify Now** to restart the process

3. If you are asked to provide additional documents, ensure to submit these within **10 days** from your application date
4. After you submit, please allow **4 business days** for GCash to review your documents.

To ensure a successful verification, follow the tips above and retry the process by going to your GCash app and tap **Profile > Verify Now**.

Need more Help?

Check out the articles below about verifying your GCash account

- 👉 [What are the steps to get a Fully Verified GCash Account?](#)
- 👉 [Accepted IDs for GCash Verification](#)
- 👉 [My GCash account is still not verified after 3 days. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [I don't have accepted IDs for GCash verification. What do I do?](#)
- [I'm having issues with using my ePhil ID \(Paper type\) or Digital National ID to verify my GCash account](#)
- [Ano ang mga steps para makakuha ng Fully Verified na GCash Account?](#)
- [How can I submit additional documents for my GCash Jr. verification?](#)
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- [My GCash account verification failed. What should I do?](#)
- [Why did I receive a notification to update my GCash account information?](#)
- [What happens if I don't fully verify my GCash account?](#)
- [Can I get fully verified on GCash offline?](#)

900006458483

Source: <https://help.gcash.com/hc/en-us/articles/900006458483-My-GCash-account-verification-failed-What-should-I-do>

My GCash account was charged for an online payment or subscription I don't recognize. What should I do? #my-gcash-account-was-charged-for-an-online-

payment-or-subscription-i-don-t-recognize-what-should-i-do}

Path: articles/31318059861273-My-GCash-account-was-charged-for-an-online-payment-or-subscription-I-don-t-recognize-What-should-I-do

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Articles in this section

- [I want a refund for my online payment or subscription using my GCash account. Where can I get it?](#)
- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)
- [I entered incorrect details in my GCash online payment or subscription. What should I do?](#)
- [How can I pay online using GCash?](#)
- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
- [How do I unlink and link GCash to Grab as my payment method?](#)
- [How do I cancel my subscription or unlink my GCash account to a merchant?](#)
- [I cannot proceed with my online subscription or GCash payment. What should I do?](#)
- [My GCash account was charged for an online payment or subscription I don't recognize. What should I do?](#)
- [My online subscription or GCash payment did not reflect. What should I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you see an unfamiliar charge on your account, it might be linked to a previous subscription or free trial with auto-debit from platforms like Google Play Store or Apple Store.

Here's what you can do:

- **Review Subscriptions:** Regularly check your apps for any active subscriptions or auto-payments.
- **Identify Unauthorized Charges:** If you don't have any subscriptions, read more about how to [spot and report unauthorized transactions](#).

If you want a refund for the online payment or subscription, please contact the merchant directly.

To avoid further unauthorized charges, please unlink your GCash with the respective merchant.

Need more Help?

For other inquiries or concerns, check out the following articles:

- I want a refund for my online payment or subscription using my GCash account. Where can I get it?
- How do I cancel my subscription or unlink my GCash account to a merchant?
- I have a problem with my order or service from my online subscription or GCash payment. What should I do?
- I was charged more than once for my online payment or subscription in my GCash account. What should I do?

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I cannot proceed with my online subscription or GCash payment. What should I do?

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- I want a refund for my online payment or subscription using my GCash account. Where can I get it?
- I was charged more than once for my online payment or subscription in my GCash account. What should I do?
- I entered incorrect details in my GCash online payment or subscription. What should I do?
- How can I pay online using GCash?
- I have a problem with my order or service from my online subscription or GCash payment. What should I do?
- How do I unlink and link GCash to Grab as my payment method?
- How do I cancel my subscription or unlink my GCash account to a merchant?
- I cannot proceed with my online subscription or GCash payment. What should I do?
- My GCash account was charged for an online payment or subscription I don't recognize. What should I do?
- My online subscription or GCash payment did not reflect. What should I do?
- How to pay your SPay Later dues with GCash

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My GCash bill payment was not posted or confirmed by the biller What do I do {#my-gcash-bill-payment-was-not-posted-or-confirmed-by-the-biller-what-do-i-do}

Path: articles/30283229084185-My-GCash-bill-payment-was-not-posted-or-confirmed-by-the-biller-What-do-I-do

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- [I can't pay bills using GCash. What do I do?](#)
- [I did not receive my top-up after using Bills. What do I do?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

When paying bills through GCash, please take note of your **processing date** and **posting period**.

Processing Date:

This is when your money is taken out of your GCash account. If your payment was processed, you can check your **GCash App Inbox** or **Transaction History** after the transaction for payment confirmation. **If your money is still in your GCash Wallet after you paid your bills, it means your payment was not processed.**

Posting Period:

This is when the payment gets officially recorded by the biller. **Depending on the posting period, it can take a few hours or a few days for the payment to reflect to the biller.**

You can see your biller's posting period at the top of the payment page.

Here's how the processing and posting dates work:

Example 1:

Biller: Meralco

Posting Date: Within 24 hours

If you paid your Meralco bill on **February 12, 2025** (Processing Date), your payment will be posted by **February 13, 2025** (Posting Date).

Here are some billers and their posting dates:

||||---|---|| **Biller | Posting Date** || Meralco | Within 24 hours || Home Credit | Within 24 hours || Auto Sweep RFID | Posted in real-time |

If your payment was not posted after the posting period, go to your **Transaction History** and select your **Bills** transaction.

Tap **Need Help? > My payment hasn't been posted** to file a ticket.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I entered the wrong details when paying my bills with GCash. What do I do?](#)
- [I was charged multiple times for my bills payment. What do I do?](#)
- [My bills payment still has not been posted after several days of the posting period.](#)
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- [How much is the transaction fee for my bills payment in GCash?](#)
- [I can't save scheduled bills or favorite billers. What do I do?](#)

30283229084185

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My GCash bills payment failed What do I do {#my-gcash-bills-payment-failed-what-do-i-do}

Path: articles/43589087034265-My-GCash-bills-payment-failed-What-do-I-do

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- [I can't pay bills using GCash. What do I do?](#)
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- [I was charged multiple times for my bills payment. What do I do?](#)
- [I entered the wrong details when paying my bills with GCash. What do I do?](#)
- [My GCash bills payment failed. What do I do?](#)
- [How much is the transaction fee for my bills payment in GCash?](#)
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- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Failed payments may be possible due to duplicate payments. If your payment failed, , check your GCash Wallet and [Transaction History](#) for a refund. Some billers automatically return duplicate payments.

If you did not receive a refund, please contact the partner biller.

If you're encountering problems while paying your bill through GCash, check out [I can't pay bills using GCash. What do I do?](#)

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't pay bills using GCash. What do I do?](#)
- [My GCash bill payment was not posted or confirmed by the biller. What do I do?](#)
- [I was charged multiple times for my bills payment. What do I do?](#)
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- [I can't pay bills using GCash. What do I do?](#)
- [I did not receive my top-up after using Bills. What do I do?](#)
- [My GCash bill payment was not posted or confirmed by the biller. What do I do?](#)
- [I was charged multiple times for my bills payment. What do I do?](#)
- [I entered the wrong details when paying my bills with GCash. What do I do?](#)
- [My GCash bills payment failed. What do I do?](#)
- [How much is the transaction fee for my bills payment in GCash?](#)
- [I can't save scheduled bills or favorite billers. What do I do?](#)

43589087034265

Source: <https://help.gcash.com/hc/en-us/articles/43589087034265-My-GCash-bills-payment-failed-What-do-I-do>

My GCash payment or transaction was unsuccessful but my wallet was deducted How do I get a refund {#my-gcash-payment-or-transaction-was-unsuccessful-but-my-wallet-was-deducted-how-do-i-get-a-refund}

Path: articles/40995097563673-My-GCash-payment-or-transaction-was-unsuccessful-but-my-wallet-was-deducted-How-do-I-get-a-refund

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Articles in this section

- [My GCash payment or transaction was unsuccessful but my wallet was deducted. How do I get a refund?](#)
- [Differences between Send Money, Bank Transfer, Cash In, Cash Out](#)
- [Manage your GCash account](#)
- [GCash Features for Basic vs Fully Verified Accounts](#)
- [Get Started with GCash](#)
- [Reach your Money Goals](#)
- [Protect Your GCash Account](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

To check if your payment or transaction was successful, please check your GCash App Inbox or GCash [Transaction History](#). Then, check if your GCash wallet balance had any deductions.

If the transaction doesn't appear in your Transaction History and there's no wallet deduction, it means the transaction was unsuccessful and didn't go through.

Some transactions may take time to process. This means your GCash wallet will be deducted right away, but our partners may need extra time to complete and post/process the transaction. Here are the services with processing times:

- **Bills** - Depends on the biller. You can view the full list of [Partner Billers and processing times here](#).
- **GFunds** - Check out the Order Processing Days for GFunds [here](#).
- **GStocks PH** - Buy/Sell Orders will be posted to PSE immediately but will be processed during Trading Hours.
 - Trading Hours:
 - Mon- Fri (excluding holidays)
 - 9AM - 12PM and 1PM - 3PM
- **GCrypto** - Buy/Sell Orders will be **in real-time**.

If there is no record in your Transaction History but your account balance was deducted, we may need to look into this further. To help you with your concerns, choose among the GCash features and services below for more information:

[Load](#)

[Bank Transfer](#)

[Cash In](#)

[Cards](#)

[GCredit](#)

[GGives](#)

[GLoan](#)

[GSave \(Withdrawal or Deposit\)](#)

[GCrypto](#)

[Scan to Pay](#)

[Send Money](#)

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[GFunds](#)

[GCrypto](#)

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[ATM Withdrawal](#)

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Differences between Send Money, Bank Transfer, Cash In, Cash Out

- [My GCash payment or transaction was unsuccessful but my wallet was deducted. How do I get a refund?](#)
- [Differences between Send Money, Bank Transfer, Cash In, Cash Out](#)

- [Manage your GCash account](#)
- [GCash Features for Basic vs Fully Verified Accounts](#)
- [Get Started with GCash](#)
- [Reach your Money Goals](#)
- [Protect Your GCash Account](#)

40995097563673

Source: <https://help.gcash.com/hc/en-us/articles/40995097563673-My-GCash-payment-or-transaction-was-unsuccessful-but-my-wallet-was-deducted-How-do-I-get-a-refund>

My GCash wallet and transaction limits did not increase even after following the steps What do I do **{#my-gcash-wallet-and-transaction-limits-did-not-increase-even-after-following-the-steps-what-do-i-do}**

Path: articles/30314566439961-My-GCash-wallet-and-transaction-limits-did-not-increase-even-after-following-the-steps-What-do-I-do

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Articles in this section

- [What are my GCash Wallet and Transaction Limits?](#)
- [How do I increase my GCash wallet and transaction limits?](#)
- [My GCash wallet and transaction limits did not increase even after following the steps. What do I do?](#)
- [How do I view and download my GCash transaction history?](#)
- [Can I create multiple GCash accounts with different numbers?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you've completed the steps to increase your GCash wallet and transaction limits, please **wait 3-5 business days** for your new limits to reflect.

If there has been **no change after 3-5 working days**, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I increase my GCash wallet and transaction limits?](#)
- [How do I view and download my GCash transaction history?](#)
- [Can I create multiple GCash accounts with different numbers?](#)

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How do I increase my GCash wallet and transaction limits?

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How do I view and download my GCash transaction history?

- [What are my GCash Wallet and Transaction Limits?](#)
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- [How do I view and download my GCash transaction history?](#)
- [Can I create multiple GCash accounts with different numbers?](#)

30314566439961

Source: <https://help.gcash.com/hc/en-us/articles/30314566439961-My-GCash-wallet-and-transaction-limits-did-not-increase-even-after-following-the-steps-What-do-I-do>

My GCredit was deactivated What do I do {#my-gcredit-was-deactivated-what-do-i-do}

Path: articles/31122460472473-My-GCredit-was-deactivated-What-do-I-do

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Articles in this section

- [How can I update my mobile number for my GCredit account?](#)
- [Why was my GCredit account closed?](#)
- [My GCredit was deactivated. What do I do?](#)
- [How do I delete my GCredit account?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)

- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Your GCredit account was deactivated due to any of the following reasons:

- **You have outstanding GCredit dues** - You must settle your GCredit dues within 3 months past your due date
- **Additional details are needed** - You may be required to provide additional account details to CIMB Bank
- **An invalid ID was submitted** - The ID you have submitted may not be in the [list of accepted IDs](#) or it does not match your account details. A resubmission is needed.
- **You have multiple GCredit accounts** - You have more than one GCredit account under your name. Having multiple GCredit accounts will deactivate all your accounts
- **You have not agreed to the terms and conditions of CIMB** - You must go to your GCredit dashboard, update your information, and **agree** to CIMB's terms and conditions

Once you have fulfilled the requirements above, [click here to ask for help](#). A customer service representative will contact you in **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I use GCredit to pay?](#)
- [How can I pay for my GCredit dues?](#)
- [Why was my GCredit account closed?](#)

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Why was my GCredit account closed?

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How do I delete my GCredit account?

- [How can I update my mobile number for my GCredit account?](#)
- [Why was my GCredit account closed?](#)
- [My GCredit was deactivated. What do I do?](#)
- [How do I delete my GCredit account?](#)

31122460472473

Source: <https://help.gcash.com/hc/en-us/articles/31122460472473-My-GCredit-was-deactivated-What-do-I-do>

My GLife voucher is not working What do I do {#my-glife-voucher-is-not-working-what-do-i-do}

Path: articles/41422642490905-My-GLife-voucher-is-not-working-What-do-I-do

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Articles in this section

- [My GLife voucher is not working. What do I do?](#)
- [I withdrew money from a game in GLife, but it hasn't been reflected in my GCash wallet. What do I do?](#)
- [I deposited money into a game on GLife, but now I can't open it. What should I do?](#)
- [Quick Rewards by Hustle PH](#)
- [GCash Travel+](#)
- [What is GLife?](#)
- [I can't make a payment in GLife. What do I do?](#)
- [I can't access or open GLife. What do I do?](#)
- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)

[See more](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

GLife vouchers are special discounts or offers that you can use when availing services from participating merchants within GLife. If your GLife voucher is not working, here are a few possible reasons and steps to resolve the issue:

1. **Check the terms and conditions** Ensure the merchant you're transacting with is eligible for the voucher. Some vouchers are valid only for specific merchants, products categories, or services.
2. **Ensure the minimum spend requirement is met** Verify if your total purchase meets the minimum spend required to use the voucher. This information is usually included in the voucher details.
3. **Confirm the voucher is still valid** Double-check the expiration date of your voucher. Expired vouchers cannot be redeemed.

If you've confirmed all the details and still experience issues, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I can't access or open GLife. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)

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41422642490905

Source: <https://help.gcash.com/hc/en-us/articles/41422642490905-My-GLife-voucher-is-not-working-What-do-I-do>

My GSave Regular Savings dashboard is not loading not updated What do I do {#my-gsave-regular-savings-dashboard-is-not-loading-not-updated-what-do-i-do}

Path: articles/34040163657241-My-GSave-Regular-Savings-dashboard-is-not-loading-not-updated-What-do-I-do

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Articles in this section

- [I made a withdrawal from my GSave account but it still has not been credited to my GCash wallet. What do I do?](#)
- [I can't open an account in GSave. What do I do?](#)
- [I can't open my GSave account. What do I do?](#)
- [I made a deposit to my GSave account but it still has not been credited to my account. What do I do?](#)
- [My GSave Regular Savings dashboard is not loading/not updated. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If your GSave Regular Savings dashboard is not loading properly or does not show your updated overall balance, it may be due to an **ongoing system maintenance, unstable internet connection, or unavailability of a particular partner bank**.

If your balance is not loading and only shows “Processing”, you may try the steps below:

1. On your GCash app, tap **GSave**
2. On the GSave homepage, pull down the screen to refresh
3. Exit the GSave homepage > enter again to reload the screen

If it still doesn't work, follow the [steps to troubleshoot GCash app issues](#) here. You can also check your balance directly with the respective bank app or website.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't open an account in GSave. What do I do?](#)
- [I can't open my GSave account. What do I do?](#)
- [I made a deposit to my Gsave account but it still has not been credited to my account. What do I do?](#)
- [I made a withdrawal from my GSave account but it still has not been credited to my GCash wallet. What do I do?](#)

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I made a deposit to my GSave account but it still has not been credited to my account. What do I do?

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- [I made a withdrawal from my GSave account but it still has not been credited to my GCash wallet. What do I do?](#)
- [I can't open an account in GSave. What do I do?](#)
- [I can't open my GSave account. What do I do?](#)
- [I made a deposit to my GSave account but it still has not been credited to my account. What do I do?](#)
- [My GSave Regular Savings dashboard is not loading/not updated. What do I do?](#)

34040163657241

Source: <https://help.gcash.com/hc/en-us/articles/34040163657241-My-GSave-Regular-Savings-dashboard-is-not-loading-not-updated-What-do-I-do>

My GStocks PH buy or sell order was rejected What do I do {#my-gstocks-ph-buy-or-sell-order-was-rejected-what-do-i-do}

Path: articles/31223393099801-My-GStocks-PH-buy-or-sell-order-was-rejected-What-do-I-do

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Articles in this section

- [I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?](#)
- [My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?](#)
- [I can't access my GStocks PH account. What do I do?](#)
- [I can't open an account in GStocks PH. What do I do?](#)
- [How can I follow up on my GStocks PH account?](#)
- [I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?](#)
- [I can't buy or sell in GStocks PH. What do I do?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)
- [My GStocks PH buy or sell order was rejected. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If your GStocks PH buy or sell order is rejected, it may be due to any of the different reasons below:

||||---|---|| **Reason for Rejection | Order History Page** || No available or insufficient funds in your AB Capital Trading Wallet | Rejected: Cannot Exceed Limit || No stock or insufficient number of shares in your online trading account | Rejected: No Stock Position || Placing an order after the market closes, but during the Run-Off Period (2:50 PM-3:00 PM) | Rejected: Invalid Price. Must be at Closing Price || Placing an order not in the prescribed board lot | Rejected: Odd/Mixed Lot Orders are not allowed || Placing an order at a price that is not at the correct “price tick or fluctuation” | Rejected: Invalid Price Fluctuation || Placing an order at a price above the ceiling for a particular stock for that day | Rejected: Invalid Price. Must not exceed ceiling price || Placing an order at a price that is below the floor price for a particular stock for that day | Rejected: Invalid Price. Must not be below floor price || Canceling an order during the Pre-Open Period (9:15 AM-9:30 AM) | Rejected: Cancellation not allowed during Pre-Open Period || As a foreigner, buying stocks which are prohibited to non-Filipino citizens. | Rejected: Not eligible to purchase this stock |

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I buy PH stocks in GStocks PH?](#)
- [How can I sell PH stocks in GStocks PH?](#)
- [How do I check the status of my GStocks PH order?](#)

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My Buy Order has not been reflected in my GStocks PH account. What do I do?

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- I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?
- My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?
- I can't access my GStocks PH account. What do I do?
- I can't open an account in GStocks PH. What do I do?
- How can I follow up on my GStocks PH account?
- I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?
- I can't buy or sell in GStocks PH. What do I do?
- My Buy Order has not been reflected in my GStocks PH account. What do I do?
- My GStocks PH buy or sell order was rejected. What do I do?

31223393099801

Source: <https://help.gcash.com/hc/en-us/articles/31223393099801-My-GStocks-PH-buy-or-sell-order-was-rejected-What-do-I-do>

My QR code is expired or invalid when using RCBC Scan to Withdraw What should I do {#my-qr-code-is-expired-or-invalid-when-using-rcbc-scan-to-withdraw-what-should-i-do}

Path: articles/39566605811993-My-QR-code-is-expired-or-invalid-when-using-RCBC-Scan-to-Withdraw-What-should-I-do

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Articles in this section

- My QR code is expired or invalid when using RCBC Scan to Withdraw. What should I do?

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- What are the steps to get a Fully Verified GCash account?
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- How do I send money to another GCash account?

If you encountered an error after scanning the QR code on the ATM, check the ATM's screen for the error message:

- **Your QR code has expired**- After generating the QR, the code is only **valid for 5 minutes**. Please generate a new cash out QR code then scan it again.
- **Your QR code is invalid** - Only QR codes generated through the GCash app's **RCBC Scan to Withdraw** page will be accepted at RCBC ATMs. Please generate a new

cash-out QR code and scan it again.

Here's how to generate a cash out QR code:

1. On your GCash App, tap **View All Services**
2. Select **Cash Out**
3. Tap **RCBC Scan to Withdraw**
4. Select **Cash out via QR Code**
5. Input the amount to cash out and tap **Next**
6. Review your Cash Out details and tap **Proceed**
7. Enter the 6-digit authentication code sent to your GCash registered mobile number.
Tap **Submit**
8. You'll be led to a page with your Cash Out QR code

[Previous](#)

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- [My QR code is expired or invalid when using RCBC Scan to Withdraw. What should I do?](#)

39566605811993

Source: <https://help.gcash.com/hc/en-us/articles/39566605811993-My-QR-code-is-expired-or-invalid-when-using-RCBC-Scan-to-Withdraw-What-should-I-do>

My Sell Order has not been reflected in my GFunds account What do I do {#my-sell-order-has-not-been-reflected-in-my-gfunds-account-what-do-i-do}

Path: articles/41040351575833-My-Sell-Order-has-not-been-reflected-in-my-GFunds-account-What-do-I-do

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Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [My Sell Order has not been reflected in my GFunds account. What do I do?](#)
- [I can't buy or sell funds in GFunds. What do I do?](#)
- [I can't open a GFunds account. What do I do?](#)
- [I can't access my GFunds account. What do I do?](#)
- [Why am I not qualified for GFunds?](#)
- [My Buy Order has not been reflected in my GFunds account. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

GCash processes all Sell Orders for investment funds within a standard time frame. If your investment in GFunds has not been reflected yet, check if your Sell Order is still within its expected number of processing days.

| Fund | Allocation Date (Confirmation) | Sell Order Crediting Date (Order Completion) | | --- | --- | --- | | Philippine Stock Index Fund | 3 Business Days | 6 Business Days | | ATRAM Peso Money Market Fund | 3 Business Days | 4 Business Days | | ATRAM Total Return Peso Bond Fund | 4 Business Days | 5 Business Days | | ATRAM Philippine Equity Smart Index Fund | 4 Business Days | 6 Business Days | | ATRAM Philippine Sustainable Development and Growth Fund | 4 Business Days | 6 Business Days | | ALFM Global Multi-Asset Income Fund | 4 Business Days | 8 Business Days | | ATRAM Global Technology Feeder Fund | 5 Business Days | 8 Business Days | | ATRAM Global Consumer Trends Feeder Fund | 5 Business Days | 8 Business Days | | ATRAM Global Equity Opportunity Fund | 5 Business Days | 8 Business Days | | ATRAM Global Health Care Fund | 5 Business Days | 8 Business Days | | ATRAM Global Infra Equity Fund | 5 Business Days | 8 Business Days |

If the fund still has not been reflected **1 business day after the expected** number of processing days, [click here to ask for help](#) and a customer representative will be in touch in **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't buy or sell funds in GFunds. What do I do?](#)
- [I can't access my GFunds account. What do I do?](#)
- [How do I track my pending Buy and Sell orders in GFunds?](#)

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I can't buy or sell funds in GFunds. What do I do?

- [My Sell Order has not been reflected in my GFunds account. What do I do?](#)
- [I can't buy or sell funds in GFunds. What do I do?](#)
- [I can't open a GFunds account. What do I do?](#)
- [I can't access my GFunds account. What do I do?](#)
- [Why am I not qualified for GFunds?](#)
- [My Buy Order has not been reflected in my GFunds account. What do I do?](#)

41040351575833

Source: <https://help.gcash.com/hc/en-us/articles/41040351575833-My-Sell-Order-has-not-been-reflected-in-my-GFunds-account-What-do-I-do>

My Sell Order has not been reflected in my GStocks PH Wallet What do I do {#my-sell-order-has-not-been-reflected-in-my-gstocks-ph-wallet-what-do-i-do}

Path: articles/41042765699353-My-Sell-Order-has-not-been-reflected-in-my-GStocks-PH-Wallet-What-do-I-do

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Articles in this section

- [I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?](#)
- [My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?](#)
- [I can't access my GStocks PH account. What do I do?](#)
- [I can't open an account in GStocks PH. What do I do?](#)
- [How can I follow up on my GStocks PH account?](#)
- [I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?](#)
- [I can't buy or sell in GStocks PH. What do I do?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)
- [My GStocks PH buy or sell order was rejected. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you made a **Sell Order** and it has not been reflected, check first if your stock portfolio contains the number of shares of stock you want to sell.

If your Sell Order still has not been reflected after checking these, [click here to ask for help.](#)

Note:

The PSE trading hours are from **9:30 am to 12:00 pm** and **1:00 pm to 3:00 pm** Philippine Standard Time (GMT+08:00), from Monday to Friday (excluding holidays).

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I buy PH stocks in GStocks PH?](#)
- [How can I sell PH stocks in GStocks PH?](#)
- [How do I check the status of my GStocks PH order?](#)

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I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?

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I can't access my GStocks PH account. What do I do?

- [I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?](#)
- [My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?](#)
- [I can't access my GStocks PH account. What do I do?](#)
- [I can't open an account in GStocks PH. What do I do?](#)
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- [I can't buy or sell in GStocks PH. What do I do?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)
- [My GStocks PH buy or sell order was rejected. What do I do?](#)

41042765699353

Source: <https://help.gcash.com/hc/en-us/articles/41042765699353-My-Sell-Order-has-not-been-reflected-in-my-GStocks-PH-Wallet-What-do-I-do>

My crypto transaction has not been reflected in my GCrypto Wallet What do I do {#my-crypto-transaction-has-not-been-reflected-in-my-gcrypto-wallet-what-do-i-do}

Path: articles/31310333948697-My-crypto-transaction-has-not-been-reflected-in-my-GCrypto-Wallet-What-do-I-do

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Articles in this section

- [My crypto transaction has not been reflected in my GCrypto Wallet. What do I do?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
- [I topped up my GCrypto wallet but it has not been reflected yet. What do I do?](#)
- [I can't access my GCrypto account. What do I do?](#)
- [I can't buy/sell on GCrypto. What do I do?](#)
- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [I can't open an account in GCrypto. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Check with the person who sent the crypto to make sure they used the right information. Blockchain network congestion may delay your GCrypto transaction. If your transaction has not been reflected, check the scenarios below.

Note:

Completed GCrypto transactions cannot be reversed or refunded. Please make sure to review all transaction details carefully before sending to avoid any issues.

If you used GCrypto to send to another GCrypto wallet

Please make sure the **GCrypto wallet address or destination tag is correct.**

Cryptocurrency transactions may fail or experience delays if the required destination tag or memo is not included.

You may opt to use the QR code for future transactions. To ensure accurate info, make sure you select the right blockchain when you send your crypto.

If you still have issues with the GCrypto transaction you sent, [click here to ask for help.](#)

If someone used another crypto wallet to send to GCrypto

If you did not receive your crypto in GCrypto from another wallet, it could be because the sender provided the wrong information. Another possibility is that the sender used a blockchain network that is not compatible with your transaction. Please check the networks supported by GCrypto.

If you haven't received a Gcrypto transaction, there could be a few reasons for the delay. One possibility is that the sender may have provided incorrect information. Another potential issue is that the sender might have used a blockchain network that isn't compatible with your transaction. To troubleshoot, it's recommended to check the following resource for more information:

If you still have issues with receiving the GCrypto transaction, [click here to ask for help.](#)

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't send or receive crypto in GCrypto. What do I do?](#)
- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [I topped up my GCrypto wallet but it has not been reflected yet. What do I do?](#)
- [I can't access my GCrypto account. What do I do?](#)

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I can't send or receive crypto in GCrypto. What do I do?

- [My crypto transaction has not been reflected in my GCrypto Wallet. What do I do?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
- [I topped up my GCrypto wallet but it has not been reflected yet. What do I do?](#)
- [I can't access my GCrypto account. What do I do?](#)
- [I can't buy/sell on GCrypto. What do I do?](#)
- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [I can't open an account in GCrypto. What do I do?](#)

31310333948697

Source: <https://help.gcash.com/hc/en-us/articles/31310333948697-My-crypto-transaction-has-not-been-reflected-in-my-GCrypto-Wallet-What-do-I-do>

My e voucher code from A Rewards is not working What do I do {#my-e-voucher-code-from-a-rewards-is-not-working-what-do-i-do}

Path: articles/41424154394393-My-e-voucher-code-from-A-Rewards-is-not-working-What-do-I-do

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Articles in this section

- [My e-voucher code from A+ Rewards is not working. What do I do?](#)
- [How do I buy or claim A+ Rewards Vouchers in GCash?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If your e-voucher code from A+ Rewards isn't working, please check out the following:

1. **Double-check the code** Retype the code to avoid any typos. Pay close attention to similar-looking characters like the number "0" and the letter "O".
2. **Confirm the code's validity** Make sure the e-voucher has not expired and that you meet all the conditions to redeem the voucher.
3. **Troubleshoot GCash app** If you're applying A+ Rewards voucher in GCash, you can try these steps to [troubleshoot your app](#).

After completing the steps above, re-enter the code and try applying it again.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I buy or claim A+ Rewards Vouchers in GCash?](#)
- [My GLife voucher is not working. What do I do?](#)
- [I can't make a payment in GLife. What do I do?](#)

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How do I buy or claim A+ Rewards Vouchers in GCash?

- [My e-voucher code from A+ Rewards is not working. What do I do?](#)
- [How do I buy or claim A+ Rewards Vouchers in GCash?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/41424154394393-My-e-voucher-code-from-A-Rewards-is-not-working-What-do-I-do>

My front camera is broken How can I use GCash {#my-front-camera-is-broken-how-can-i-use-gcash}

Path: articles/38912014955161-My-front-camera-is-broken-How-can-I-use-GCash

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Articles in this section

- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
- [Bakit na-hold ang GCash account ko?](#)
- [I forgot my GCash MPIN](#)
- [I want to change my GCash MPIN](#)
- [Paano mag troubleshoot ng GCash App issues](#)
- [How to troubleshoot GCash app issues](#)
- [I think I was scammed. What do I do?](#)
- [I noticed unauthorized transactions in my GCash account. What do I do?](#)
- [The GCash app keeps crashing or shows a white screen when I login](#)
- [I want to transact offline with GCash. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

To keep your GCash wallet secure, we use face verification to make sure only you can access your account. This requires your phone's front camera to be working. If your front camera is broken, you won't be able to use GCash on that device.

Don't worry—you can access your GCash account using another device with a working front camera.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't log in to my GCash account. What do I do?](#)
- [I want to use GCash on another phone or device](#)

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How to set up GCash account security questions

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The selfie scan in GCash is not working. What do I do?

- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
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- [Paano mag troubleshoot ng GCash App issues](#)
- [How to troubleshoot GCash app issues](#)
- [I think I was scammed. What do I do?](#)
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- [The GCash app keeps crashing or shows a white screen when I login](#)
- [I want to transact offline with GCash. What do I do?](#)
- [How to set up GCash Biometrics Login](#)
- [How to set up GCash account security questions](#)
- [My front camera is broken. How can I use GCash?](#)
- [The selfie scan in GCash is not working. What do I do?](#)
- [Someone is trying to register a new phone on my account. What do I do?](#)
- [Ano ang GCash DoubleSafe?](#)
- [What is GCash DoubleSafe?](#)
- [Device Security](#)

38912014955161

Source: <https://help.gcash.com/hc/en-us/articles/38912014955161-My-front-camera-is-broken-How-can-I-use-GCash>

My online subscription or GCash payment did not reflect What should I do {#my-online-subscription-or-gcash-payment-did-not-reflect-what-should-i-do}

Path: articles/900006132506-My-online-subscription-or-GCash-payment-did-not-reflect-What-should-I-do

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Articles in this section

- [I want a refund for my online payment or subscription using my GCash account. Where can I get it?](#)
- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)
- [I entered incorrect details in my GCash online payment or subscription. What should I do?](#)
- [How can I pay online using GCash?](#)
- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
- [How do I unlink and link GCash to Grab as my payment method?](#)
- [How do I cancel my subscription or unlink my GCash account to a merchant?](#)
- [I cannot proceed with my online subscription or GCash payment. What should I do?](#)
- [My GCash account was charged for an online payment or subscription I don't recognize. What should I do?](#)
- [My online subscription or GCash payment did not reflect. What should I do?](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

To check if your subscription or GCash online payment transaction went through, please go to your [GCash Transaction History](#).

If your GCash wallet was deducted for your online payment or subscription but the transaction is still pending, select your chosen payment method for further support:

Auto-Debit Payment

If you're trying to subscribe to recurring payments via automatic deduction from your GCash account, [click here to ask for help](#). A customer service representative will contact you within **24 hours**.

Common auto debit merchants include Google, Apple, Spotify, Netflix, and Disney+

Direct Payment

If you're trying to pay directly to a merchant from your GCash account, [click here to ask for help](#). A customer service representative will contact you within **24 hours**.

Common direct payment merchants include Cebu Pacific, Philippine Airlines, Klook, Shein and Shopee.

Link and Pay

If you're trying to pay by linking your GCash account to a merchant's platform for recurring transactions without re-entering credentials, [click here to ask for help](#). A customer service representative will contact you within **24 hours**.

Common link and pay merchants include Grab, Angkas, and Moveit

Need more Help?

For other inquiries or concerns, check out the following articles:

- [My online subscription or GCash payment did not reflect. What should I do?](#)
- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)
- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
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- [I want a refund for my online payment or subscription using my GCash account. Where can I get it?](#)
- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)
- [I entered incorrect details in my GCash online payment or subscription. What should I do?](#)
- [How can I pay online using GCash?](#)
- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
- [How do I unlink and link GCash to Grab as my payment method?](#)
- [How do I cancel my subscription or unlink my GCash account to a merchant?](#)
- [I cannot proceed with my online subscription or GCash payment. What should I do?](#)
- [My GCash account was charged for an online payment or subscription I don't recognize. What should I do?](#)
- [My online subscription or GCash payment did not reflect. What should I do?](#)
- [How to pay your SPay Later dues with GCash](#)

900006132506

Source: <https://help.gcash.com/hc/en-us/articles/900006132506-My-online-subscription-or-GCash-payment-did-not-reflect-What-should-I-do>

My phone got damaged or broken and I can't access GCash What do I do {#my-phone-got-damaged-or-broken-and-i-can-t-access-gcash-what-do-i-do}

Path: articles/36303727371289-My-phone-got-damaged-or-broken-and-I-can-t-access-GCash-What-do-I-do

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Articles in this section

- [I can't login to GCash because it says I have an "untrusted connection." What do I do?](#)
- [Are there other ways to log in to GCash?](#)
- [I can't log in to my GCash account. What do I do?](#)
- [Account Secure](#)
- [I want to use GCash on another phone or device](#)
- [I lost the SIM or phone where my GCash account is registered](#)
- [My phone got damaged or broken and I can't access GCash. What do I do?](#)
- [I uninstalled/reinstalled GCash or reset my registered phone](#)
- [I see an error "Your device has modified phone settings." How can I log in?](#)
- [I see an error - "Your device is jailbroken or rooted." How can I log in?](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If your old phone is damaged or broken and isn't working anymore, you can still log in to GCash with a new phone. Watch the video below to learn what to do if your phone gets damaged or broken and you can't access GCash.

Nasira ang phone na pang-GCash? Here's how to get access again! - YouTube

GCash

285K subscribers

Nasira ang phone na pang-GCash? Here's how to get access again!

GCash

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[Watch on YouTube](#)

Follow the steps below to access GCash if your registered phone got damaged or broken:

1. Log in to the GCash
2. You'll see the screen "It looks like you changed your phone" like the one below.
3. Tap **I want to register this phone.**
3. Take the selfie scan or enter your OTP
4. You'll need to wait **4 hours** while GCash runs a few more checks to ensure it's really you.
5. After 4 hours, you can log in to GCash on your new phone at the time specified on the screen.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Account Secure](#)
- [I want to use GCash on another phone or device](#)
- [I uninstalled/reinstalled GCash or reset my registered phone](#)
- [I lost the SIM or phone where my GCash account is registered](#)
- [Someone is trying to unlink my GCash account or requesting to register their phone](#)

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- [I see an error - "Your device is jailbroken or rooted." How can I log in?](#)
- [I can't log in to GCash because my device was detected as not secure](#)

36303727371289

Source: <https://help.gcash.com/hc/en-us/articles/36303727371289-My-phone-got-damaged-or-broken-and-I-can-t-access-GCash-What-do-I-do>

MySaveUp by BPI {#mysaveup-by-bpi}

Path: sections/4935148926489-MySaveUp-by-BPI

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[Can I open a #MySaveUp by BPI account?](#)

[What is the interest rate in #MySaveUp by BPI?](#)

[How can I make a deposit to my #MySaveUp by BPI account?](#)

[How can I withdraw from my #MySaveUp by BPI account?](#)

How can I update the mobile number linked to my #MySaveUp by BPI account?

How can I close my #MySaveUp by BPI account?

Source: <https://help.gcash.com/hc/en-us/sections/4935148926489-MySaveUp-by-BPI>

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Contact Us

Need help?

Choose which channel best suits your needs:

Browse the Help Center

Find relevant articles or ask for more help

Chat with Gigi

Get instant information from Gigi or connect with a support agent

Call our Hotline

Our hotline is available daily from 8 a.m. to 5 p.m., with 24/7 assistance for urgent security concerns like scams, fraud, lost or stolen phones, and unauthorized transactions. This dedicated service is here to help keep your account and funds secure.

- Globe and TM (toll-free) - Call 2882
- Other networks* - Call (02) 7213-9999
- *Toll charges may apply

Source: <https://help.gcash.com/hc/en-us/p/contact-us>

Need help? {#need-help?}

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Source: <https://help.gcash.com/hc/en-us/p/contact-us?chatbot-open=yes>

Nominate Authorized Representatives for your business {#nominate-authorized-representatives-for-your-business}

Path: articles/23624753147417-Nominate-Authorized-Representatives-for-your-business

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Articles in this section

- [Nominate Authorized Representatives for your business](#)

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Authorized representatives or Single Point of Contact (SPOCs) are persons in your company who are given certain roles to act or receive information on behalf of your business.

Note: Only Authorized Signatories are allowed to nominate SPOCs or representatives. Authorized Signatories can only be nominated through a Notarized Secretary Certificate or equivalent.

Types of authorized representatives

You can nominate 3 kinds of roles with the following responsibilities:

||| --- | --- || **Role | Responsibility** || Main SPOC | Serves as the authorized Main Point of Contact of GCash with the Company as nominated by an Authorized Signatory
The Main Point of Contact will primarily receive communication from GCash Partner Support and Account Managers regarding any issues or concerns that arise from the Partner's GCash account.

The Main Point of Contact will also receive notifications regarding any downtime advisories that affect GCash Services. || Downtime SPOC | The recipient of the Downtime Advisory will be notified of any downtime that may affect the GCash services they are using. || Reversal SPOC | Reversal Approvers are authorized to reverse GCash transactions between a vendor and a customer. |

Nominate authorized representatives

To nominate or update your Point of Contact, follow the steps below:

1. Download and fill out the [GCash POC Nomination Form](#)
 - If there will be a newly appointed Main SPOC or significant changes in the company's list of SPOCs, you also need to prepare an **updated Notarized Secretary's Certificate** and a copy of the **valid ID** of the newly appointed main SPOC
2. Have the form signed by your Authorized Signatory

3. Submit all the documents to your dedicated Account Manager or email the Partner Support team directly

- [GCash POC Nomination Form v1.1.xlsx - Main Sheet.pdf 70 KB Download](#)

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- [Nominate Authorized Representatives for your business](#)

23624753147417

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Occupation {#occupation}

Path: sections/26297939797529-Occupation

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[Cebuana Lhuillier DriverCARE Personal Accident Insurance](#)

[Cebuana Lhuillier EmployeeCARE Personal Accident Insurance](#)

[Pioneer OFW Insurance](#)

Source: <https://help.gcash.com/hc/en-us/sections/26297939797529-Occupation>

Official GCash Pera Outlet Distributors {#official-gcash-pera-outlet-distributors}

Path: articles/8933242417817-Official-GCash-Pera-Outlet-Distributors

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- [GCash Pera Outlet Terms and Conditions](#)
- [GCash Pera Outlet Commissions and Fees](#)

- [Paano mag fund-in sa GPO Wallet?](#)
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- [Paano makahanap ng Authorized GCash Pera Outlet](#)
- [Dagdag.pondo sa GCash Pera Outlet Wallet gamit ang GCash wallet o GGives](#)
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Source: <https://help.gcash.com/hc/en-us/articles/8933242417817-Official-GCash-Pera-Outlet-Distributors>

Official GCash for Business MSME Distributors {#official-gcash-for-business-msme-distributors}

Path: articles/39383685151513-Official-GCash-for-Business-MSME-Distributors

ADVISORY:

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Articles in this section

- [What is GCash PocketPay?](#)
- [I have a problem with my SoundPay device. What do I do?](#)
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||||| --- | --- | --- | ## **Distributor Name** | ## **Areas Covered** | ## **Primary Contact No.**
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 Luzon: Cagayan, Ilocos, La Union | 9915738656 || ALL IN ONE MERCHANDISE
 SPECIALIST INC. | Cavite | 09486230682 / 09124589295 || AUTOHIDE
 CORPORATION | Camarines Sur, Camarines Norte, Albay, Sorsogon | 09066340728 /
 09169289400 || CHRIS MARR | Batangas, Quezon and Marinduque | 09663121357 /
 09776111355 / 09978357009 || DCFE Corporation | Bulacan | 9187121633 || DEX
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Oona Big 3 Critical Illness Insurance {#oona-big-3-critical-illness-insurance}

Path: articles/43706196341785-Oona-Big-3-Critical-Illness-Insurance

ADVISORY:

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- [Oona Big 3 Critical Illness Insurance](#)
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- [Singlif 3-in-1 Protection Plan](#)
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Oona Big 3 Critical Illness Insurance offers financial support for the three major health risks: Cancer, Heart Attack, and Stroke. It provides coverage so you can focus on recovery instead of medical expenses.

Jump to:

- [Eligibility](#)
- [Coverage](#)
- [Purchase Oona Big 3 Critical Illness Insurance](#)
- [Cancellation and Claims](#)
- [Contact Oona](#)

Eligibility

You can avail of this product if you are:

- At least 18-65 years old
- A Fully Verified GCash user
- In good health and with no pre-existing conditions (e.g. illness, injury, or health issue you had before getting this insurance policy)

Note:

You cannot buy this policy for someone else directly.

Coverage

With Oona Big 3 Critical Illness Insurance, you are provided with the following benefits:

- **Covers major illnesses:** Heart attack, stroke, and all stages of cancer
- **100% lump-sum payout:** Get up to ₱500,000 upon diagnosis
- **Quick and easy application:** Answer only 4 quick health questions—no long forms
- **Multiple Policies:** You can buy multiple policies based on your need with a maximum coverage limit of PHP 1,000,000/year
- **Flexible coverage:** Renew your policy annually until you turn 70

Purchase Oona Big 3 Critical Illness Insurance

To purchase Oona Big 3 Critical Illness Insurance, follow these steps:

1. On your GCash app, tap **GInsure > Health**
2. Select the **Oona Big 3 Critical Illness Insurance** product
3. Fill in your details and answer the 4 quick health questions
4. Double-check the details > **Pay**

You'll see a confirmation page once your purchase is successful. Once your policy is purchased, **no changes can be made**.

A copy of your Oona Big 3 Critical Illness Insurance policy will be instantly sent to your GCash-registered email which you can view or download anytime.

Cancellation and Claims

Cancellation

You are entitled to a **15-day free-look period** from the issuance of the policy. During this period, you can review the policy provisions, inclusions, and exclusions.

If you decide to cancel your policy anytime within this period, you may do so by notifying Oona Insurance at (632) 8876 4400 or info@oona-insurance.com.ph to get a full refund.

Claims To file a claim, you can submit an online claim form along with the required documents. You may also contact Oona via phone or email.

Standard Claim Documentary Requirements:

For Cancer Claims:

- Histopathology or biopsy reports and all available laboratory and test results
- A valid government-issued ID

For Stroke Claims:

- CT scan or MRI scan of the brain and all available laboratory and test results
- A valid government-issued ID

For Heart Attack Claims:

- ECG Report, Enzyme Assays Reports, and all available laboratory and test results
- A valid government-issued ID

When will claims not be paid?

Claims may not be paid if they fall under policy exclusions, such as pre-existing conditions, fraudulent claims, situations not covered by the policy (e.g., intentional self-harm or illegal activities). Missing premium payments or providing incorrect information can also lead to a denied claim.

Can I upgrade my policy?

No, you cannot upgrade an existing policy. However, you can purchase another policy to increase your coverage.

Can I own multiple policies?

Yes, you can own multiple policies, but there is a maximum coverage limit. This ensures fair coverage while allowing you to stack protection based on your needs.

Contact Oona

To contact Oona, check out their available channels below:

- **Mobile No:** - Smart: (+63) 920 918 6242
 - Globe: (+63) 917 581 7175
- **Landline:** +632-8876-4400
- **Email:** info@oona-insurance.com.ph

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Oona Infinity Travel Insurance

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43706196341785

Source: <https://help.gcash.com/hc/en-us/articles/43706196341785-Oona-Big-3-Critical-Illness-Insurance>

Oona Infinity Travel Insurance {#oona-infinity-travel-insurance}

Path: articles/43702716959001-Oona-Infinity-Travel-Insurance

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- [What are the steps to get a Fully Verified GCash account?](#)
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Oona Infinity Travel Insurance is a plan that offers extensive coverage for various emergencies, delays, or disruptions that may happen during your travel. You can purchase this for yourself or for your family members (1 spouse and up to 4 children).

Jump to:

- [Eligibility](#)
- [Coverage](#)
- [Purchase Oona Infinity Travel Insurance](#)
- [Cancellation and Claims](#)
- [Contact Oona](#)

Eligibility

You can avail this product if you are:

- 18-75 years old
- A [Fully Verified](#) GCash user

Coverage

With Oona Infinity Travel Insurance, you are provided with the following benefits:

- **Medical Expenses & Hospitalization:** Covers the cost of medical treatment if you get sick or injured while traveling. This includes hospital stays, doctor consultations, and necessary medical procedures.
- **Accidental Death & Permanent Disability:** Provides financial compensation in case of accidental death or a permanent disability due to an accident during your trip.
- **Personal Liability:** Covers legal and compensation costs if you accidentally cause injury to someone else or damage property while traveling.
- **Trip Cancellation:** Reimburses non-refundable travel costs if you need to cancel your trip due to covered reasons, such as serious illness, injury, or other unforeseen events.
- **Premium Lounge Access**

With complimentary Smart Flight Delay insurance, you also get instant access to partner premium airport lounges around the world, when your flight is delayed for more than sixty (60) minutes.

- **Flight Delay**

Provides compensation if your flight is delayed beyond six (6) hours. This can help cover meals, refreshments, or other necessary expenses while you wait.

- **Baggage Delay:** Covers the cost of essential items if your checked luggage is delayed beyond the covered time.
- **Emergency Medical Evacuation:** Covers the cost of emergency transportation to the nearest suitable medical facility if you experience a serious medical condition that requires immediate attention. This can include air or ground ambulance services.
- **Travel Assistance:** Provides 24/7 access to emergency support services, including assistance with lost passports, medical referrals, and travel-related emergencies.

Purchase Oona Infinity Travel Insurance

1. On your GCash App, tap **GInsure > Travel**
2. Choose **Oona Infinity Travel**
3. Enter details of your travel dates, destination, and eldest traveler's age
4. Choose from the available plans that suit your travel needs and budget
5. You can choose to add more coverage to further protect you on your trip
6. Enter your flight details
7. Review the summary > **Pay**

You'll see a confirmation page once your purchase is successful. A copy of your Oona Infinity Travel Insurance policy will be instantly sent to your GCash-registered email which you can view or download anytime.

Cancellation and Claims

Cancellation

If your trip is canceled or you no longer need insurance, you may request cancellation by notifying Oona Insurance at (632) 8876 4400 or info@oona-insurance.com.ph to get a full refund.

Note:

You can request to upgrade your policy from a lower coverage limit to a higher one, subject to Oona's review and approval. Please note that downgrades aren't allowed. If your trip hasn't started yet, you're also free to make changes to your coverage or extend your travel period once. For any changes or extensions, [contact Oona Insurance](#).

Claims

File for a claim by filling out the form online or via email

1. Via Form: [Answer the online claim form here](#) and upload the documents needed such as but not limited to:
 - Passport w/ pages showing exit/entry dates
 - Reimbursement Letter
 - Official Receipts of all payments made

Via Email: Email Oona at pcm_claims@oona-insurance.com.ph or [click here to go to their website](#)

Contact Oona

To contact Oona, check out their available channels below:

- **Mobile No:** - Smart: (+63) 920 918 6242
 - Globe: (+63) 917 581 7175
- **Landline:** +632-8876-4400

- Email: info@oona-insurance.com.ph

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Oona Smart Flight Delay {#oona-smart-flight-delay}

Path: articles/33110046318489-Oona-Smart-Flight-Delay

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- [Malayan Insurance Travel Master with COVID-19](#)
- [Standard Insurance Travel Protect International](#)
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Oona Smart Flight Delay offers comprehensive coverage, providing access to premium airport lounges in the event of flight delays exceeding sixty (60) minutes. Delays will be based on ‘gate’ delay reporting from airlines and airports to [FlightStats](#).

Jump to:

- [Coverage](#)
- [Eligibility](#)
- [Purchase Oona Smart Flight Delay](#)
- [Claims and Cancellations](#)
- [Contact Oona](#)

Coverage

Oona Smart Flight Delay provides the following benefits during travel:

- Covers flight delays that reaches or exceeds **60 mins** delay time
- Coverage of the policy is up to **four (4) flights**.
- Travel Personal Accident Insurance
- Premium lounge access at over 1000 airport lounge locations worldwide is valid for **24 hours**.

Eligibility

You can avail of this product for as long as you are a [Fully Verified](#) GCash user.

Purchase Oona Smart Flight Delay

Note: Before purchasing Oona Smart Flight Delay, please check the lounges affiliated with LoungeKeyTM available at the airport you are departing from or via their [website](#). Also, make sure to purchase the policy at least two (**2**) **hours** before your scheduled departure time to become eligible.

1: On the GCash App, tap **GInsure > Travel**

2: Select **Oona Smart Flight Delay**

3. Verify your profile answer the questions and provide details

4. Review the details of your purchase

5. Pay the required premium.

Once you've paid for your policy, no changes will be allowed. Please make sure that all information that you provided is correct before purchase.

All passes will be sent to you, and then you may choose to send them to your registered travel companion, who will be able to access the lounge, with or without your physical presence, as long as he has the lounge pass with him/her.

You will receive a payment confirmation of your successful Oona Smart Flight Delay.

Claims and Cancellations

Claims

Lounge Voucher

In the event your flight is delayed, Oona will automatically send you your premium airport lounge access voucher via your registered email address and SMS.

If you have a registered travel companion/s, you will each receive multiple PDF attachments in a single email, each PDF being a lounge pass for each passenger with a unique LoungeKey TM QR code pass.

Personal Accident cover of PHP10,000

1. Notice of claim must be given to the Company within thirty (30) days after the occurrence or commencement of any loss covered by the policy, or as soon thereafter as is reasonably possible.
2. In case of a claim, written proof of loss must be furnished to the Company at its office within ninety (90) days after the date of accident. Failure to furnish such proof within this period shall not invalidate nor reduce any claim if it was not reasonably possible to give proof within such time, provided such proof is furnished as soon as reasonably possible and in no event, except in the absence of legal capacity, be later than one (1) year from the time proof is otherwise required.

Standard Claim Documentary Requirements:

1. Original duly Accomplished Oona Claim Form
2. Original copy of Incident Report issued by competent authorities.
3. Copy of Insured's Valid ID or Passport

Accidental Death

1. Certified true copy of Death Certificate
2. Copy of 1 valid ID of Beneficiary
3. Admissible proof of Beneficiary (e.g., Marriage Contract, Birth Certificate)

Accidental Disablement

1. Doctors Certification Describing nature and extent of disablement.
2. Indemnities payable under this policy will be paid within three (3) days upon receipt of written proof of such loss and completion of required documents.

Cancellation of Policy

Cancellation of policy is **not allowed** after you have purchased the Oona Smart Flight Delay.

Contact Oona

To contact Oona, please check out their available channels below:

- **Email:** - For Inquiries: info@oona-insurance.com.ph
- **Hotline - Mobile No:** - SMART: (+63) 920 918 6242
 - GLOBE (+63) 917 581 7175
 - Landline: +632-8876-4400

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33110046318489

Source: <https://help.gcash.com/hc/en-us/articles/33110046318489-Oona-Smart-Flight-Delay>

PGA Sompo Online Shopping Insurance {#pga-sompo-online-shopping-insurance}

Path: articles/15544182259865-PGA-Sompo-Online-Shopping-Insurance

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- [Etiqa Phone Screen Protection](#)
- [Express Send Scam Insurance](#)
- [GCash Card Protect](#)
- [GInsure Online Shopping Protect Insurance](#)
- [PGA Sompo Online Shopping Insurance](#)

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PGA Sompo Online Shopping Insurance offers financial protection from fraud within an online marketplace. You will get reimbursed for the loss of funds from your GCash wallet, up to the maximum insured amount per plan.

Jump to:

- [Benefits](#)
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- [Purchase Online Shopping Insurance](#)
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- [Cancellation](#)
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Benefits

||||---|---|| **Safe shopping** | You'll be protected against fraud when you shop and pay with GCash. || **Affordable plans** | Affordable plans according to your budget and coverage needs. || **Flexible subscription** | You'll have the option to choose to get protected monthly by auto-renewal of your plan. The amount will be automatically charged to your GCash account if Auto-Renewal is on. |

Coverage

You will be covered if you are a victim of fraud within an online marketplace transaction and paid using your GCash wallet, as described by the following:

||||---|---|| **Goods not delivered** | You did not receive the goods you ordered online within the committed delivery date. The seller is also unreachable for 72 hours from the day you raised your concern. || **Partial delivery** | Only part of your order is delivered, and the seller is unreachable for 72 hours from the day you raised your concern. || **Fake goods received** | You ordered authentic goods online and received fake items. You requested a return, but the seller did not allow a refund. |

Eligibility

All [Fully Verified](#) GCash users may buy this product.

Purchase Online Shopping Insurance

You can only buy a maximum of 1 plan per month and cannot upgrade your policy. Once the plan expires, you will receive an email notification.

To purchase a policy, follow the steps below:

Auto-Renewal

This is an option available upon choosing your preferred coverage or by going to the product policy details. If you have opted for auto-renewal, your plan will be automatically renewed after 1 month if there is sufficient balance in your GCash wallet. You can turn off the auto-renewal by toggling the auto-renewal button which can be found on the bottom part of your Online Shopping policy page.

Claims

To file a claim, please submit the requirements through the GInsure section of the GCash app > **My Insurance Products**. Select your plan to access the Policy Page where you can submit documents and track the status of your claim.

Documents needed for submitting a claim:

1. One (1) valid proof of purchase. Only the following is allowed, and other receipts aside from the following will not be accepted
 - GCash transaction receipt in the app transaction history or,
 - SMS confirmation of GCash transaction
2. Police report
3. Conversation with the seller

Reimbursement

Once you receive an email notification that your claim was approved, the amount will be automatically credited to your GCash Account.

Declined claim

Your claim may be rejected due to the following reasons:

1. Incomplete documents submitted
2. Documents submitted were blurred
3. Invalid details and document/s were provided
4. Scenarios are not covered by this policy (e.g. continuity of transaction is outside the online marketplace, payment method used was not via GCash, etc.)

An email notification will be sent regarding the result of your Claim Request. The reason for rejecting the request will be also indicated.

Cancellation

These plans are **non-refundable**. Once the plan is paid, it cannot be canceled or refunded. However, to avoid being credited monthly, kindly make sure that auto-renewal is turned off.

Contact PGA Sompo

Email: cs.ph@iglooinsure.com

Operating hours: Monday-Friday, 10:00 AM-6:00 PM except Public Holidays

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GInsure Online Shopping Protect Insurance

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- [Etiqua Phone Screen Protection](#)
- [Express Send Scam Insurance](#)
- [GCash Card Protect](#)
- [GInsure Online Shopping Protect Insurance](#)
- [PGA Sompo Online Shopping Insurance](#)

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Paano gamitin ang mga services ng GCash Pera Outlet {#paano-gamitin-ang-mga-services-ng-gcash-pera-outlet}

Path: articles/4403373330713-Paano-gamitin-ang-mga-services-ng-GCash-Pera-Outlet

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- [GCash Pera Outlet Commissions and Fees](#)
- [Paano mag fund-in sa GPO Wallet?](#)
- [Mag-apply bilang isang GCash Pera Outlet Partner](#)
- [Official GCash Pera Outlet Distributors](#)
- [Alamin ang status ng GCash Pera Outlet application](#)
- [Paano makahanap ng Authorized GCash Pera Outlet](#)
- [Dagdag pondo sa GCash Pera Outlet Wallet gamit ang GCash wallet o GGives](#)
- [Paano gamitin ang mga services ng GCash Pera Outlet](#)
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- How do I send money to another GCash account?

Bilang GCash Pera Outlet retailer, pwedeng magpa-Cash In, pa-Cash Out, Buy Load, Pay Bills, at Scan to Pay ang mga customers sa tindahan mo. Basahin sa baba kung paano ito gawin.

Mga Paalala:

- Siguruhin na ang bawat transaksyon ay ginagawa sa GCash Pera Outlet. Ang paggamit ng Send Money para sa Pa-Cash In, Pa-Cash Out ay hindi official na GCash Pera Outlet service.
- Ang mga transaksyon ginawa gamit ang iyong personal na GCash account para sa iyong suki ay hindi sakop ng GCash Partner Support.
- Magkaroon ng isang notebook o logbook para sa GCash Pera Outlet Transactions. Ilagay dito ang sumusunod na impormasyon: - Date
 - Mobile Number ng Customer
 - Transaction Reference Number
 - Balanse ng GPO wallet bago ang transaction
 - Balanse matapos ang transaction
- Ugaliin na ipa-check sa customer kung tama ang transaction details na inilagay. - Paalala: Tandaan na walang reversal na magaganap kung nagkamali sa pag-enter ng number o amount.
- Kunin ang bayad bago i-confirm ang transaction sa GCash Pera Outlet.
- Tignan ang Log Book sa loob ng Pera Outlet para i-confirm ang status ng transaction
- Makakareceive ng confirmation ang customer sa bawat cash in at cash out transactions.

Pa-Cash In

Magpa-cash in para malagyan ng laman ang GCash wallet ng customer. Pwede ito gawin gamit ang Cash In Code o GCash Mobile Number.

Paalala: Ipaalam sa customer na ang **minimum amount ng pa-cash in ay PHP 100** at may dagdag 1% service fee sa bawat Cash In transaksyon sa Pera Outlet. Basahin ang Cash in via Over-the-Counter kung kailangan pa ng impormasyon.

Cash In via CodeCash In via GCash Mobile Number

Sundin ang sumusunod na steps para maturuan ang customer sa pag-cash in gamit ang kanilang GCash app:

1. Buksan ang GCash app, i-tap ang **Cash In**
2. Pindutin ang **Over-the-Counter**, tapos pindutin ang **Cash In via Code or Barcode**
3. Ilagay ang amount na gustong ipa-cash in. Pindutin ang **Next**
4. Magkakaroon ng **bar code o number code** sa GCash app. Ipakita ito sa GPO Partner
5. Valid ang code ng customer sa pa-Cash In hanggang **3 oras**.

Kapag nakagawa na ng code ang customer, sundan ang sumusunod na steps para ituloy ang pa-Cash In:

1. Buksan ang GCash app, i-tap ang View All Services, hanapin ang Pera Outlet icon at i-tap.
2. I-select ang **Pa-Cash In**
3. Piliin ang **Cash In via Code**
4. Hingin ang 8-digit Reference Code.
5. Automatic na lalabas ang total ng amount na sisingilin sa customer.
6. I-check ang mga detalye bago i-click ang **Submit**

Kung ang customer ay direkta magpapa cash in via GCash mobile

1. Pindutin ang **Pa-Cash In**
2. Pindutin ang **Cash in via GCash mobile number**
3. Ilagay ang Cash In amount at mobile number ni customer.
4. Makikita ang total na sisingilin sa customer, pindutin ang **Next**
5. I-check ang mga detalye at pindutin ang **Submit**

Need more help?

Kapag hindi nakuha ng customer ang pa-Cash In sa GCash Pera Outlet mini app pero nabawasan ang wallet mo, i-click ito para mag-file ng report at ma-check namin ang isyu.

Para sa concern na maling GCash number ang nailagay sa Pa-Cash In, kailangan niyong makipag-ugnayan sa nakatanggap ng Cash In upang maibalik ito. Ayon sa regulasyon, hindi namin maaaring galawin ang pondo ng alinmang GCash account.

Pa-Cash Out

Gamit ang pa-cash out, malilipat ang amount galing sa GCash wallet ng customer papunta sa GPO wallet niyo. Pagkatapos, ibibigay niyo sa kanila ang aktwal na pera.

Ang pa-cash out **minimum amount ay PHP 100** at may **service fee ito na 2%** na mababawas sa GCash wallet ng customer.

1. Pindutin ang **Pa-Cash Out**
2. Ilagay ang Cash Out **amount** at **mobile number** ni customer. Pindutin ang **Next**
3. I-check ang mga detalye at pindutin ang **Submit**
4. Ipakita kay customer ang resibo ng transaksyon

Need more help?

Kapag hindi nadagdagan ang laman ng Pera Outlet wallet mo pagkatapos magpa-Cash Out, i-click ito para mag-file ng report.

Send Load

1. Pindutin ang **Send load**
2. Piliin ang tamang **Telco** sa listahan
3. Ilagay ang **mobile number** ni customer
4. Piliin kung Regular Load or Load Promos
5. Ipa-check kay customer ang mga detalye at hingin ang bayad bago pindutin ang **Submit**

Pay Bills

1. Pindutin ang **Pay Bills**
2. Piliin ang tamang **biller** sa listahan
3. Ilagay ang **detalye ng bill** at ni customer
4. Ipa-check kay customer ang mga detalye at hingin ang bayad bago pindutin ang **Submit**

Scan To Pay (Gumawa ng QR)

Ang GCash Pera Outlet Scan to Pay ay libre, madali, mabilis, at secure na paraan sa pangolekta ng bayad mula kay customer. Ang maximum amount sa **bawat transaction ay PHP 10,000**. Ang maximum amount sa **bawat buwan ay PHP 100,000**.

Sundin ang mga sumusunod para matulungan si customer sa pagbayad gamit ang QR code ni GPO:

1. Pindutin ang **Gumawa ng QR**
2. Ilagay ang hinihinging detalye. Pindutin ang **Next**
3. I-check na tama ang mga detalye. Pindutin ang **Confirm**
4. Ipakita kay customer ang QR code para magbayad

Need more help?

- Kung hindi gumana ang unang QR code, mag-generate ng panibagong QR code at subukan ulit
- Kung nabawasan ang wallet ng customer pero walang na-credit sa Pera Outlet wallet, i-click ito para mag-file ng report. Isama sa report ang proof na unsuccessful ang transaction

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4403373330713

Source: <https://help.gcash.com/hc/en-us/articles/4403373330713-Paano-gamitin-ang-mga-services-ng-GCash-Pera-Outlet>

Paano mag fund in sa GPO Wallet {#paano-mag-fund-in-sa-gpo-wallet}

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Maaaring maglagay ng pondo sa inyong GCash Pera Outlet wallet sa pamamagitan ng Dagdag Pondo o Distributor Fund-in.

Dagdag Pondo

[Click here](#) para malaman kung paano ma-pondohan ang inyong GPO Wallet gamit ang GCash wallet o GGives.

Distributor Fund-in

Maaaring mag-provide ng fund-in services ang assigned distributor sa iyong area. Effective April 15, 2025, maaaring mag-charge ang Distributors ng up to 0.5% fee para sa fund-in.

- Ipapaalam ng Distributor ang total amount bago i-process ang transaction.
- Ang Distributor ang mag-cocollect ng amount upon fund-in.

[Click here](#) para makita ang list ng GCash Pera Outlet Distributors.

Summary of Fund-in Charges/Fees

||||---|---|| **Fund-in Method | Charges to GPO** || via Dagdag Pondo | 0% (FREE) ||
via Distributor | Up to 0.5% |

Sample Computation:

	Fund-in Method	Fund-in Amount	Service Fee	Total
Amount to be Paid	via Dagdag Pondo (mula sa GCash wallet) Php 1,000	Php 0		
	via Distributor Php 1,000	Php 5	Php 1,005	

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Source: <https://help.gcash.com/hc/en-us/articles/45731124127513-Paano-mag-fund-in-sa-GPO-Wallet>

Paano mag troubleshoot ng GCash App issues {#paano-mag-troubleshoot-ng-gcash-app-issues}

Path: articles/42821679445657-Paano-mag-troubleshoot-ng-GCash-App-issues

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Kung nagkakaproblema sa paggamit mo ng GCash app o may “Something went wrong” na error habang ginagamit ang GCash app, subukan ang mga sumusunod na troubleshooting steps:

Update Your GCash App to the Latest Version

Ang outdated na app ay pwedeng magdulot ng problema at maka-block ng access sa mga bagong GCash features at security updates. I-check ang Play Store (Android), App Store (iOS), o App Gallery (Huawei) para sa updates.

Enable Auto-Update for Future Updates:

Para siguraduhin na laging updated ang GCash app mo, sundin ang mga steps na ito:

Android/Huawei:

1. Go to the **Play Store** and tap **Settings** from the sidebar menu.
2. Select **Auto-update apps** and choose your preferred option:
 - **Over any network** to update apps using either WiFi or mobile data.
 - **Over WiFi only** to update apps when connected to WiFi.
3. Tap **Done**.

iPhone:

1. Go to your device **Settings**, then tap **App Store**.
2. Toggle **App Updates** under **Automatic Downloads**.

Change Your Network Connection

Kung maka-experience ka ng network connection error, subukan ang mga sumusunod para maayos ang issue sa GCash app. Sundin ang mga steps na ito

1. Force close the GCash app in your list of opened apps.
2. Switch on **Airplane mode** for 30 seconds, then turn it off.
3. Connect to a different WiFi network or switch your network connection.
 - If you're using WiFi, switch to mobile data, or if you're on mobile data, switch to WiFi.
4. Try reopening the GCash app.

Switch Your Mobile Number

Sundin ang mga steps na ito para makapag-switch sa ibang mobile number sa GCash app

1. Open the GCash app and tap the **↔ button** (the arrows beside your mobile number).
2. Tap **Proceed to switch accounts**.
3. Enter your GCash number and log in using your MPIN or biometrics.

Force Close and Restart the GCash App

Depende sa device mo, eto ang mga paraan para i-force close at i-restart ang GCash app

Android:

1. Tap the **Recent apps button**.
2. Look for GCash and swipe it to the side until it disappears to close the app.

iPhone:

1. Double-press the **Home button** or swipe up on your home screen.
2. Look for the GCash screen and swipe up until it disappears to close the app.

Clear App Cache (Android Only)

Para sa mga Android users, makakatulong ang pag-clear ng app cache para maayos ang mga issues. Eto ang mga steps:

1. Go to **Settings**, then go to your **App Manager**.
2. Tap **GCash > Internal Storage**.
3. Tap **Clear Cache**.

Need more Help?

Para sa iba pang katanungan o concerns, tingnan ang mga sumusunod na articles:

- [I can't log in to my GCash account. What do I do?](#)
- [I did not receive my OTP for my GCash transaction/login](#)
- [I forgot my GCash MPIN](#)

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Source: <https://help.gcash.com/hc/en-us/articles/42821679445657-Paano-mag-troubleshoot-ng-GCash-App-issues>

Paano makahanap ng Authorized GCash Pera Outlet {#paano-makahanap-ng-authorized-gcash-pera-outlet}

Path: articles/34827978831513-Paano-makahanap-ng-Authorized-GCash-Pera-Outlet

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Para garantisadong safe and secure transactions ninyo sa pag Cash In, Cash Out, Send Load, Pay Bills gamitin lamang ang GCash Pera Outlets. Ito ang mga paraan para makilala ang authorized na GCash Pera Outlets.

1. **GCash Signage at Logo:** Hanapin ang malinaw na naka display na GCash logo o signage sa bawat outlet. Tignan ang mga sumusunod:
2. **Official GCash Pera Outlet Merchandise:** Maghanap ng poster, sticker, o digital display tulad ng mga nasa ibaba
3. **I-check ang mga Authorized Outlets Online** sa [official GCash website](#).

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Source: <https://help.gcash.com/hc/en-us/articles/34827978831513-Paano-makahanap-ng-Authorized-GCash-Pera-Outlet>

Parang na scam ako sa GCash Ano ang dapat gawin {#parang-na-scam-ako-sa-gcash-ano-ang-dapat-gawin}

Path: articles/43503782056985-Parang-na-scam-ako-sa-GCash-Ano-ang-dapat-gawin

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Ang scam ay nangyayari kapag naloko ka ng isang tao na magpadala ng pera sa kanila. Kung sa tingin mo ay na-scam ka ng ibang tao gamit ang GCash, sundin ang mga steps na ito:

- 1. Report to government authorities:** I-report ang scam sa mga authorities gaya ng PNP o NBI at i-block ang scammer via SMS or social media
- 2. Report to GCash:** Ihanda ang mga important details at screenshots at [mag-click dito para manghingi ng tulong](#). Hintayin ang pag-contact sayo ng customer service representative mula sa GCash sa loob ng **24 horas**.

What happens after I report the scam?

One of our customer service specialists will review your report, including the details of the scammer you've reported. Paalala na **hindi na maibabalik sa iyo ng GCash** ang mga funds na naipadala mo na.

I-check ang status ng iyong report sa iyong GCash homepage by tapping **Profile > Help > Your Conversations**.

Hintayin ang pag-contact sa 'yo ng customer service representative mula sa GCash sa loob ng **24 horas**.

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Pay {#pay}

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A+ Rewards

- [My e-voucher code from A+ Rewards is not working. What do I do?](#)
- [How do I buy or claim A+ Rewards Vouchers in GCash?](#)

Scan to Pay via QR

- [How do I use Scan to Order on GCash?](#)
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- [Can GCash QR Payments be used in other countries?](#)
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- [I used Tap N' Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)
- [I was charged more than once when I used Tap N' Pay. What do I do?](#)

Watch Pay

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Source: <https://help.gcash.com/hc/en-us/categories/20517123700889-Pay>

Pay Bills {#pay-bills}

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[How do I schedule my bills payment in GCash?](#)

Source: <https://help.gcash.com/hc/en-us/sections/360004696173-Pay-Bills>

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[How to pay your SPay Later dues with GCash](#)

Source: <https://help.gcash.com/hc/en-us/sections/360004658014-Pay-Online>

Pay your GCredit Dues {#pay-your-gcredit-dues}

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[How does GCash help with my GCredit payment?](#)

Source: <https://help.gcash.com/hc/en-us/sections/31108513378969-Pay-your-GCredit-Dues>

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Source: <https://help.gcash.com/hc/en-us/sections/30661700893209-Pay-your-GGives-dues>

Pay your GLoan {#pay-your-gloan}

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Source: <https://help.gcash.com/hc/en-us/sections/30344403864729-Pay-your-GLoan>

Pets {#pets}

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[Malayan Insurance Pet Insure \(Dogs Only\)](#)

[Standard Insurance Pet Health](#)

Source: <https://help.gcash.com/hc/en-us/sections/34608684693273-Pets>

Pioneer OFW Insurance {#pioneer-ofw-insurance}

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Ang OFW Insurance ay para sa Direct Hired o Balik Manggagawa na OFW. Nagbibigay ito ng financial security sakaling magkaroon ng aksidente, kapansanan, medical evacuation, repatriation of mortal remains, at iba pang hindi inaasahang pangyayari.

Jump to:

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- [Benefits](#)
- [Bilhin ang Pioneer Balik Manggagawa Policy](#)
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- [Contact Pioneer Insurance](#)

Eligibility

Pwede kang mag-avail ng produktong ito kung ikaw ay:

- OFW na edad 18-63 taong gulang
- Hindi sakop ng anumang *Manpower o Manning Agency* at may direct at valid employment contract at employer abroad.
- Sumailalim sa medical examination sa loob ng 3 buwan at hanggang kasalukuyan ay *fit to work*

Coverage

Sakop ka sa insurance kahit na nangyari ang aksidente habang ikaw ay nasa labas ng Pilipinas. Ang benepisyo ay makukuha sa Philippine pesos.

Kasama sa coverage ng insurance ang mga sumusunod:

|||| --- | --- || **Life and Accidents Benefits** | Pagkamatay sanhi ng aksidente o anuman, permanenteng pagkaparalisa o pagkaputol ng bahagi ng katawan, at transportasyon ng mga labi pabalik ng Pilipinas || **Medical Transportation Benefits** | Transportasyon sa paglipat ng medical facility, gastos pag-uwi ng Pilipinas kung kinakailangan, at plane ticket ng 1 bisita kung maospital ang OFW ng higit 7 araw || **Repatriation Benefits** | Gastos sa pag-uwi ng Pilipinas kung hindi makatarungang natanggal o nagresign sa trabaho, allowance para sa paglilitis ng kaso abroad, at money claim kung nagsampa ng kaso sa NLRC dahil sa pananagutan ng employer |

Ang sumusunod ay HINDI kasama sa Pioneer Balik Manggagawa Policy

- Hospital o medical expenses abroad
- OFWs na edad 64 taong gulang o higit pa
- OFWs na under ng Manpower or Manning Agency at/o deployed sa:
 - Afghanistan
 - Burundi
 - Chad
 - Chechnya (Chechen) Republic
 - Cuba
 - Diego Garcia
 - Haiti,
 - Iraq
 - Libya,
 - Madagascar
 - Mali
 - Mauritania
 - Niger
 - North Korea
 - Palau
 - Palestine
 - Russia
 - Rwanda
 - Somalia
 - South Sudan
 - Sudan (except Khartoum and Kenana)
 - Syria
 - Ukraine
 - Yemen
 - Zimbabwe

Benefits

Life and Accident

	Sanhi	Description	Benefit Amount	Natural Death	Accidental Death
Pagkamatay anuman ang sanhi maliban sa aksidente			USD 10,000		
Pagkamatay sanhi ng aksidente			USD 15,000		Permanent Total Disablement with Disability
Disablement with Disability					Aksidente o kapansanan kaugnay ng kalusganan na nagdulot ng kumpletong pagkabulag, pagkaputol o permanenteng pagkaraparalisa ng dalawang kamay o paa, o brain injury na nagresulta sa walang lunas na pagkabaliw
			USD 7,500		Repatriation of Mortal Remains
					Transportasyon ng mga labi ng OFW pabalik sa Pilipinas
					Actual Cost

Medical Transportation Benefits

Paalala: Ayon sa pagpapasya ng consulting physician sa Pioneer Medical Team

	Sanhi	Description	Benefit Amount	Medical Evacuation	Kung walang ospital o medical facility na pwedeng tumugon sa pangangailangan ng OFW, ang Pioneer ang magbibigay ng transportasyon para mailipat ang OFW sa pinakamalapit na ospital o medical facility	Actual Cost	Medical Repatriation	Kung kinakailangan, sasagutin ng Pioneer ang gastos kung ang OFW ay cleared na magbiyahe pabalik ng
--	--------------	--------------------	-----------------------	---------------------------	---	--------------------	-----------------------------	--

Pilipinas. May kasamang escort nurses o doctors kung kinakailangan. | Actual Cost || **Compassionate Visit** | Kung ang OFW ay na-ospital ng 7 magkakasunod na araw, sasagutin ng Pioneer ang halaga ng tiket para sa 1 bisita | Actual Cost |

Repatriation at Iba Pa

||||| --- | --- | --- | **Sanhi** | **Description** | **Benefit Amount** | | **Repatriation** | Kung walang ospital o medical facility na pwedeng tumugon sa pangangailangan ng OFW, ang Pioneer ang magbibigay ng transportasyon para mailipat ang OFW sa pinakamalapit na ospital o medical facility | Actual Cost
 (Economy Class Ticket) | | **Subsistence Allowance** | Kung kinakailangan, sasagutin ng Pioneer ang gastos kung ang OFW ay cleared na magbiyahe pabalik ng Pilipinas. May kasamang escort nurses o doctors kung kinakailangan. | USD 100/month
 (Hindi lalampas ng 6 buwan) | | **Money Claims** | Kung ang OFW ay na-ospital ng 7 magkakasunod na araw, sasagutin ng Pioneer ang halaga ng tiket para sa 1 bisita | Katumbas ng 3 buwang sweldo kada taon ng unexpired portion ng employment contract. Ang maximum na halaga na pwedeng iclaim ay kung alin ang mas mababa sa USD 1,000 o ang nakasaad na buwanang sweldo ayon sa employment contract |

Bilhin ang Pioneer Balik Manggagawa Policy

Paalala: Isang plan lamang kada OFW ang pwedeng bilhin depende sa term of employment.

Sundin ang sumusunod na steps para makabili ng Pioneer Balik Manggagawa Policy:

1. Buksan ang iyong GCash at pindutin ang **GInsure**
2. I-select ang **Balik-Manggagawa/Direct Hired OFW Insurance**
3. Basahin ang mga detalye ng policy at pindutin ang **Next**
4. Tignan ang plan na gusto mo, at pindutin ang **Select Plan**
5. Kumpletuhin ang mga detalye
6. Bayaran ang plan gamit ang GCash

Ang iyong Policy Contract at iba pang mga Dokumento ng Patakaran ay ipinapadala sa loob **24 na oras sa email address ng may-ari ng Policy**.

Claims and Cancellations

Claims

Paalala: Ang pagpoproceso ng mga claim ay magsisimula lamang kapag kumpleto ang mga requirements na nai-submit.

1. Para mag-file ng claim, mag-submit ng **complete OFW Claims form** kasama ang mga kinakailangan na **requirements** via email sa migrantclaims@pioneer.com.ph
2. Susuriin ng Pioneer ang kaso at gagawa ng claims record para sa pag-aprubahan sa loob ng 10 working days
3. Magpapadala ang Pioneer ng **letter of guarantee** na magtitiyak sa client na kapag natanggap na ang pinirmahang Release of Claim, isasagawa ng Pioneer ang bank transfer

Cancellation

Hindi pwedeng i-cancel at i-refund ang policy kapag naibigay na ito sa POEA bilang requirement, maliban na lamang kung mayroong **Notice Letter or Consent mula sa POEA**.

Contact Pioneer Insurance

Para makipag-ugnayan sa Pioneer Insurance, pakitingnan ang kanilang mga available na channel sa ibaba:

- **Email:** applyofwinsurance@pioneer.com.ph
- **Mobile Numbers:**
 - (+63) 917 522 0397
 - (+63) 917 832 1638

Previous

Cebuana Lhuillier EmployeeCARE Personal Accident Insurance

Next

- Cebuana Lhuillier DriverCARE Personal Accident Insurance
- Cebuana Lhuillier EmployeeCARE Personal Accident Insurance
- Pioneer OFW Insurance

26292389035929

Source: <https://help.gcash.com/hc/en-us/articles/26292389035929-Pioneer-OFW-Insurance>

Point of Contact {#point-of-contact}

Point of Contact

I certify that all information I have provided in this form is true and correct. I hereby authorize GXI to verify all information provided herein. I agree to promptly notify GXI of any change in the information which I have provided after the date of this declaration. I fully understand that any misinterpretation or failure to disclose information on my part as required herein, may result in the disapproval of my application for GXI products and services, and that GXI is not under any obligation to share with me the reason/s or rationale for such disapproval.

Source: https://help.gcash.com/hc/en-us/article_attachments/26113286442137

PowerPay Plus via GCashBiz {#powerpay-plus-via-gcashbiz}

Path: articles/23399464445849-PowerPay-Plus-via-GCashBiz

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [PowerPay Plus via GCashBiz](#)
- [Funds Disbursement Service via GCash Biz](#)
- [GCash for Business Scan to Pay with In-store QR](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

PowerPay+ (P3) Service is a secure and convenient solution that allows partner entities to:

1. Facilitate payroll account opening for employees
2. Disburse payroll to employees

This service is accessible on the online platform called the **GCashBiz Portal**.

Features of PowerPay+

- No maintaining balance and no average daily balance are required to be kept with GCash. Disbursement partners can pre-fund their disbursement wallet only when needed
- Efficient onboarding of payees with a 24-hour turnaround time for payroll account opening and GCash Card Activation
- Real-time payroll disbursements are directly credited to the accounts of the payee

How to apply

1. Discover the **products** that perfectly aligns with your business requirements.
2. Complete the form provided.
3. Upon submission, expect to receive an email confirmation, accompanied by a comprehensive list of necessary documents for submission.
4. A dedicated representative from GCash will reach out to you within 1 to 14 days following your submission.

Requirements

After your initial application, prepare the following documents for submission to GCash for review and start processing your application:

- GXI Non-Disclosure Agreement (NDA)
- Business documents depending on your business structure/entity type (refer to the table below)
- GXI Third Party Information Security Checklist for GCash Card Partner Issuers (this is required for customers who will be ordering and issuing PowerPay Plus cards to their employees)
- Customer Relationship Form (CRF)
- System Access Request Form (SARF)

|||| --- | --- || **Type of Business** | **Requirements** || Sole Proprietorship | - DTI Certificate of Registration

- BIR Certificate of Registration (BIR 2303) or Bureau of Internal Revenue Certificate of Tax Exemption (CTE)
- Valid ID of Authorized Signatory/ies
- Three (3) Specimen Signatures of the Authorized Signatory/ies
- Secondary License, if applicable

If the business owner assigns someone to sign on their behalf, a notarized Special Power of Attorney (SPA) should be submitted. || Partnership and Corporation | - SEC Certificate of Registration

- Articles of Partnership (AOP)
- Notarized Partnership Certificate
- BIR Certificate of Registration (BIR 2303) or Bureau of Internal Revenue Certificate of Tax Exemption (CTE)
- Valid ID of the Partnership Secretary
- Three (3) Specimen Signatures of the Partnership Secretary
- Valid ID of Authorized Signatory/ies
- Three (3) Specimen Signatures of the Authorized Signatory/ies
- Secondary License, if applicable

- Provisional Certificate of Registration (PCOR) and/or AMLC Certificate of Registration, if applicable || Corporation (Stock) | GOCC | - SEC Certificate of Registration

- Articles of Incorporation (AOI)
- Notarized Secretary Certificate
- Latest General Information Sheet (GIS)
- BIR Certificate of Registration (BIR 2303) or Bureau of Internal Revenue Certificate of Tax Exemption (CTE)
- Valid ID of the Corporate Secretary
- Three (3) Specimen Signatures of the Corporate Secretary
- Valid ID of Authorized Signatory/ies
- Three (3) Specimen Signatures of the Authorized Signatory/ies
- Secondary License, if applicable

- Provisional Certificate of Registration (PCOR) and/or AMLC Certificate of Registration, if applicable || Corporation (Non-Stock) | Foundation | NGO | NPO | - SEC Certificate of Registration

- Articles of Incorporation (AOI)
- Notarized Secretary Certificate
- Latest General Information Sheet (GIS)
- BIR Certificate of Registration (BIR 2303) or Bureau of Internal Revenue Certificate of Tax Exemption (CTE)

- Valid ID of the Corporate Secretary
- Three (3) Specimen Signatures of the Corporate Secretary
- Valid ID of Authorized Signatory/ies
- Three (3) Specimen Signatures of the Authorized Signatory/ies
- Secondary License, if applicable
- Philippine Council for NGO Certification (PCNC) or SEC Mandatory Disclosure Form I

Once all required documents are met, you will be notified that the application has been approved and an activation link will be sent to your registered email address.

[Previous](#)

[Next](#)

Funds Disbursement Service via GCash Biz

- [PowerPay Plus via GCashBiz](#)
- [Funds Disbursement Service via GCash Biz](#)
- [GCash for Business Scan to Pay with In-store QR](#)

23399464445849

Source: <https://help.gcash.com/hc/en-us/articles/23399464445849-PowerPay-Plus-via-GCashBiz>

Privacy Choices Dashboard {#privacy-choices-dashboard}

Path: articles/30423145328153-Privacy-Choices-Dashboard

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [I want to update my address or work information in GCash](#)
- [I want to update my GCash email address](#)
- [I want to update my name or birthdate in my GCash account](#)
- [I want to change my mobile number linked to my GCash account](#)
- [My GCash account is on hold. How can I access my account?](#)
- [I was Fully Verified, why was my GCash account downgraded to a basic account?](#)
- [GScore](#)
- [How do I transfer money and services from my old GCash account to my new one?](#)
- [How do I claim my money from a suspended GCash Basic account?](#)
- [Why was my GCash account deactivated?](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

At GCash, protecting your privacy is our top priority. We want to give you the tools and transparency to control your personal information.

The new Privacy Choices Dashboard lets you manage your data. With this feature, you can:

- Manage your GCash account info
- Access your GScore
- Update your email address
- Correct personal details
- View your transaction history
- Request GCredit statements
- Review the GCash Privacy Notice
- Choose what data you want to share for ad targeting

Where can I find the Privacy Choices Dashboard?

To access the Privacy Choices Dashboard:

1. Go to your GCash homepage.
2. Tap **Profile**.
3. Tap **Privacy Choices**.

Note:

Basic users will see the GCash Privacy Notice. To unlock the full Privacy Choices Dashboard, you need to be Fully Verified.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the steps to get a Fully Verified GCash account?](#)
- [Is there a minimum maintaining balance required to use GCash?](#)
- [How to set up GCash account security questions](#)
- [How to set up GCash Biometrics Login](#)
- [Account Secure](#)

[Previous](#)

[Next](#)

30423145328153

Source: <https://help.gcash.com/hc/en-us/articles/30423145328153-Privacy-Choices-Dashboard>

Promos {#promos}

Path: categories/360001976053

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

GCash Promos

- [GCash Cards Dota 2 Experience 2025 Raffle](#)
- [Fuse Summer Promo 2025](#)
- [Sulong Kaagapay UNAHCO Cashback Promo](#)
- [GCrypto Rebate Promo](#)
- [CIMB PH – Earn More Promo](#)
- [Move It Summer Promo 2025 See all 13 articles](#)

Source: <https://help.gcash.com/hc/en-us/categories/360001976053>

Promos {#promos}

Path: categories/360001976053-Promos

ADVISORY:

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GCash Promos

- [GCash Cards Dota 2 Experience 2025 Raffle](#)
- [Fuse Summer Promo 2025](#)
- [Sulong Kaagapay UNAHCO Cashback Promo](#)
- [GCrypto Rebate Promo](#)
- [CIMB PH – Earn More Promo](#)
- [Move It Summer Promo 2025 See all 13 articles](#)

Source: <https://help.gcash.com/hc/en-us/categories/360001976053-Promos>

Property {#property}

Path: sections/19291336962073-Property

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

FPG Insurance Home Fire Protection

Source: <https://help.gcash.com/hc/en-us/sections/19291336962073-Property>

Protect Your GCash Account {#protect-your-gcash-account}

Path: articles/19578518834457-Protect-Your-GCash-Account

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [My GCash payment or transaction was unsuccessful but my wallet was deducted. How do I get a refund?](#)
- [Differences between Send Money, Bank Transfer, Cash In, Cash Out](#)
- [Manage your GCash account](#)
- [GCash Features for Basic vs Fully Verified Accounts](#)
- [Get Started with GCash](#)
- [Reach your Money Goals](#)
- [Protect Your GCash Account](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Secure your account with GCash's safety features and tips. GCash will NEVER send you links via SMS/email or ask for your MPIN/OTP.

Reset your MPIN

Change your MPIN if you've forgotten it or want to update it for security.

Biometrics Login

Access your account quickly and securely using fingerprint or facial recognition

Account Secure

A security feature authorizes you to register only ONE mobile phone or device to access your GCash account.

Learn how to identify and avoid scams and phishing attempts to protect your personal information and secure your GCash account.

How to identify a scam

Scams can be tricky, but knowing the signs can help avoid them. Here's how to spot a scam transaction:

1. **Unexpected Offers:** Be careful if you get a message or call about winning a prize or getting a big discount or job offer out of nowhere. Scammers lure you of big returns but you are asked first to transfer money to get the prize or reward.
2. **Pressure to Act Fast:** If someone tells you to do something immediately to avoid a problem, take a step back. Scammers often try to rush you so you don't have time to think.
3. **High-yield Investment Offers:** Scammers claim you'll earn money if you invest with them.
4. **Product with Below the Market Price:** If a product they're selling is unbelievably cheap or advertised to have amazing benefits or features that sound too good to be true, it's likely a scam.

Staying alert and knowing these signs can help you avoid getting scammed. If you feel like you have been scammed, [please click here to ask for help](#).

How to detect if your account information is being stolen

Phishing is a common way for fraudsters to steal your personal information, including your GCash account. Here's how you can identify if someone is trying to phish your information:

1. **Weird Links:** Don't click on links from unknown sources, even if it says it's coming from GCash. Fraudsters use fake websites to steal your info.
2. **Calls asking for Personal Information:** GCash will never ask for your MPIN, or OTP over the phone.
3. **Fake GCash Pages.** Social media pages are pretending to be giving customer support. Please report the issue only through Gigi or the GCash Help Center.
4. **People buying or renting your account.** Some individuals may trick you into lending your GCash account and then giving you money in return. Do not engage with them as they may use your name in illegal activities.

Only refer to our Official GCash pages with a blue check mark and our Help Center through the app or [help.gcash.com](#).

If you receive any suspicious links, emails, or SMS, they may be from someone pretending to be GCash in an attempt to steal your details. To report this, visit the GCash [Contact Us page](#) and click **Chat with Gigi**.

Stay alert and **don't share your personal information** to protect your account from scammers.

Related to

- [gcash_guide](#)

[Previous](#)

Reach your Money Goals

[Next](#)

- [My GCash payment or transaction was unsuccessful but my wallet was deducted. How do I get a refund?](#)
- [Differences between Send Money, Bank Transfer, Cash In, Cash Out](#)
- [Manage your GCash account](#)
- [GCash Features for Basic vs Fully Verified Accounts](#)
- [Get Started with GCash](#)
- [Reach your Money Goals](#)
- [Protect Your GCash Account](#)

19578518834457

Source: <https://help.gcash.com/hc/en-us/articles/19578518834457-Protect-Your-GCash-Account>

Pru Life UK PRUPersonal Accident {#pru-life-uk-prupersonal-accident}

Path: articles/11266780762265-Pru-Life-UK-PRUPersonal-Accident

ADVISORY:

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Articles in this section

- [Cebuana Lhuillier Personal Accident Basic Insurance Program](#)
- [FPG Insurance Personal Accident Protection](#)
- [GInsure Bill Protect](#)
- [Pru Life UK PRUPersonal Accident](#)
- [Pru Life UK PRUPersonal Accident – Junior Protect](#)
- [Singliffe Cash for Income Loss due to Accidents](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Pru Life UK PRUPersonal Accident is a yearly renewable packaged protection plan designed to cover injury or death due to accidents with different packages that suit various ages and occupations.

Jump to:

- [Packages and Benefits](#)

- [Eligibility](#)
- [Purchase Pru Life UK PRUPersonal Accident](#)
- [Renewal, Claims, and Cancellation](#)
- [Contact Pru Life](#)

Packages and Benefits

Basic Package*

| **BENEFIT | Package 1 | Package 2 | | --- | --- | --- |** Accidental Death and Disablement/Dismemberment (ADD) Benefit** | PHP 50,000 | PHP 300,000 || Accidental Total and Permanent Disability Benefit | PHP 50,000 | PHP 300,000 || Murder Benefit | PHP 25,000 | PHP 150,000 || Renewal Bonus Benefit | 5% of ADD | 5% of ADD || Burial Benefit | PHP 5,000 | PHP 5,000 |

Full Package*

| **BENEFIT | Package 1 | Package 2 | | --- | --- | --- |** Accidental Death and Disablement/Dismemberment (ADD) Benefit** | PHP 50,000 | Php 300,000 || Accidental Total and Permanent Disability Benefit | Php 50,000 | Php 300,000 || Murder Benefit | Php 25,000 | Php 150,000 || Renewal Bonus Benefit | 5% of ADD | 5% of ADD || Burial Benefit | PHP 5,000 | PHP 5,000 || Accidental Medical Expense Reimbursement | PHP 5,000 | PHP 30,000 || Hospital Income Benefit | PHP 250 | PHP 1,000 |

*The packages that may be selected will depend on the Policy Owner/Life Assured's occupation declared at application.

**The applicable percentage of the ADD Benefit will be paid according to the Schedule of Coverage indicated in the Policy Contract. The range is from 1% to 100% of the ADD Benefit amount

Note: Your policy will not terminate if the Hospital Income Benefit is paid to the Life Assured.

Accidental Death and Disablement Benefit

The Accidental Death and Disablement (ADD) benefit is payable for injuries or accidents that are not caused by certain circumstances such as self-inflicted injury, alcoholism, or resisting lawful arrest, among others. For the full list of these circumstances, you may refer to the **Exclusions section** of your Product Terms and Conditions or Policy Contract.

The percentage of the ADD benefit is payable to the Policyowner-Life Assured depending on the type of injury sustained.

For example, should the Policyowner-Life Assured suffer from a loss of one hand, 50% of the ADD benefit will be payable, while 100% of the ADD benefit is payable to the Life Assured for the loss of both hands. You may refer to your Product Terms and Conditions or Policy Contract for the Schedule of ADD Benefit Coverage.

Eligibility

You can avail of this product if you are:

- At least 18-65 years old
- A Filipino citizen residing in the Philippines at the time of application
- A Fully Verified GCash user

Individuals that will be Life Assured in this policy should be:

- A Filipino citizen
- In good health - Have no physical or medical impairment
 - Have not, in the last five (5) years, consulted, nor been examined or treated for more than two (2) weeks by a doctor for any disease or injury, and not have undergone any medical diagnostic test or procedure, other than for routine pre-employment purposes; and
 - Have not been confined in a hospital for any length of time or had any surgical procedure

****Note:****The coverage of Pru Life UK PRUPersonal Accident is 12 months from the Coverage Start Date.

Purchase Pru Life UK PruPersonal Accident

The Policy Owner and the Life Assured must be the same person before purchasing this product. The Pru Life UK PRUPersonal Accident product is not convertible to any other Pru Life UK plan or policy.

The following Government ID numbers are accepted in purchasing the policy:

- Philippine Passport
- Driver's license
- SSS ID
- Unified Multi-purpose ID
- Taxpayer Identification Number (TIN)
- Voter's ID
- Postal ID
- Professional Regulation Commission (PRC)
- Phil ID

Note: Providing the ID number is mandatory. Only Fully Verified Gcash users will be allowed to purchase Pru Life UK products that are available in GCash.

Here is how you can purchase Pru Life UK PruPersonal Accident:

1. On your GCash App, tap **GInsure**
2. Tap **Personal**
3. Tap **PRUPersonal Accident**
4. A pop-up Declaration will appear. Tap **Agree**
5. You'll be redirected to the PRU Life UK Declaration Page. Tap **Proceed**
6. Check out the full packages of the PruPersonal Accident Product. Select the package you want to avail and Tap **Proceed**
7. Fill in all the required details and upload 1 valid government ID

8. Read through the Product Terms and Conditions. Tap **Proceed**
9. You will be redirected to the GCash App to pay for your policy. Tap **Agree**
10. Review details of your transaction and tap **Proceed**
11. You will receive a payment confirmation of your successful purchase of the PruPersonal Accident

Note: You will receive an SMS and email confirmation of your PruPersonal Accident Policy containing the product name and your reference number. Within twenty-four (24) hours from policy purchase, another email will be sent which includes all policy documents, including the Policy Contract.

If you have an existing PRUPersonal Accident plan, you **cannot upgrade, downgrade, or purchase another policy**. You will only be allowed to purchase another, upgrade or downgrade to a different policy if the existing plan is expired or is voluntarily cancelled.

You **cannot be covered by multiple policies** at the same time regardless of the channel it will be purchased. If you happen to be covered under multiple policies, only the first policy purchased will be payable in the event of a claim. We shall refund the premiums of the other policies.

Should you wish to have another PRUPersonal Accident policy or a PRUPersonal Accident policy with higher coverage, you may contact your agent or contact.us@prulifeuk.com.ph. Your application in this regard may be subject to full underwriting.

View Policy Contract

Your Policy Contract and other Policy Documents are sent within twenty-four (24) hours to the Policy owner's email address.

A printed copy of the Policy Contract may be requested via email to contact.us@prulifeuk.com.ph, subject to a printing and delivery fee of PhP500.00. This fee is subject to change and prior notice shall be sent before any such change is implemented.

Beneficiary

If you choose not to register a beneficiary immediately or were not able to nominate a beneficiary before your PRUPersonal Accident policy is issued, your policy application will still be valid.

The nominated beneficiaries are set by default as primary and revocable and with equal sharing. If you wish to elect and/or change your beneficiary, change a beneficiary designation to irrevocable (or otherwise) or change the percentage of sharing of the insurance proceeds, or add more than two (2) beneficiaries, you may do so at any time during the coverage period of your policy by sending an email to contact.us@prulifeuk.com.ph.

In case you are unable to name a beneficiary, or you do not wish to name one, the death benefit will be paid to the persons then surviving in the following order of preference:

- Legal spouse and children
- Parents
- Brothers and sisters

- Insured's estate

Renewal, Claims, and Cancellation

Renewal

You may renew the policy up to **age seventy-two (72)**. The renewal of the policy is subject to compliance with eligibility requirements and the payment of the applicable premium.

Further communications will be sent to your contact details prior to your Coverage End Date for the renewal process.

Claims

You may submit your claims request via business centers or by sending an email to contact.us@prulifeuk.com.ph. Claims submissions are subject to evaluation. We reserve the right to ask you or your claimant to provide at your own expense documents or evidence to help Pru Life UK assess the claim.

Hospital Income Benefit

To file a claim on **Hospital Income Benefit**, you or your claimant must give us a written notice of hospitalization within thirty (30) days from the start of your hospital confinement. The claims requirements must be submitted via any Pru Life UK business center or by sending an email to contact.us@prulifeuk.com.ph within ninety (90) days from hospital discharge.

If you get hospitalized due to an accident the day after you purchased the policy, you may immediately claim the **Hospital Income Benefit**.

The following are the requirements for Hospital Income Benefit claims submissions:

- Accomplished claimant's statement
- Attending physician's statement
- Admission summary & discharge clinical abstract summary
- Duly certified statement of account of hospitalization; and
- Two (2) valid IDs of Life Assured

Accidental Death Benefit

As a beneficiary of the Accident Policy, you claim the **death benefit** by submitting the requirements to any Pru Life UK business center or by sending an email to contact.us@prulifeuk.com.ph. The following are the requirements for death claims submissions:

- Accomplished claimant's statement

- Attending physician's statement
- Original death certificate or certified true copy
- Birth or baptismal certificate of the Life Assured and primary beneficiary/es
- Current Policy Data Page; and
- Two (2) valid IDs of Life Assured and Primary Beneficiary/ies

Note: The policy will terminate if the claim for Accidental Death Benefit is paid. If it is a claim for Accidental Disablement Benefit that is paid, the policy will not terminate unless the claim amount is equivalent to 100% of the Sum Assured.

Cancellation

You will be given a period of fifteen (15) days from your Policy Receipt Date to review your Policy. This is called the Free Look Period.

Pru Life UK will send a confirmation that the Policy has been issued and is in force to your email address on record. Within twenty-four (24) hours from policy purchase, another email will be sent which includes all policy documents, including the Policy Contract. The date that the email with the policy documents is sent shall be considered as your policy receipt date and your 15-day Free Look Period will begin on this date. The Free Look period is applicable at the initial purchase of the Policy only.

If you decide that this Policy is not suitable to your needs and wish to cancel it, you must immediately notify PruLife UK through Cancel My Policy button in My Insurance tab under G insure within Gcash app within the Free Look Period. Pru Life UK will refund the premium you paid in full upon completion of the processing of your cancellation request.

Once the Free Look Period has ended, the Cancel My Policy button will no longer be available, and any notice of cancellation must be sent via email to contact.us@prulifeuk.com.ph.

Pru Life UK shall also provide a full refund of the premiums paid at the time of purchase and cancel the Policy if any of the following occur:

1. If you are found ineligible to purchase this Policy; or
2. If you are found to be ineligible to be designated as the Life Assured.

Contact Pru Life

To contact Pru Life, please check out their available channels below:

Website: www.prulifeuk.com.ph/en/partners/ginsure

Email: contact.us@prulifeuk.com.ph

Hotline: (632) 8887 LIFE (8887 5433) within Metro Manila or 1 800 10 PRULINK (1 800 10 7785465) for domestic toll-free hotline

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11266780762265

Source: <https://help.gcash.com/hc/en-us/articles/11266780762265-Pru-Life-UK-PRUPersonal-Accident>

Pru Life UK PRUPersonal Accident Junior Protect {#pru-life-uk-prupersonal-accident-junior-protect}

Path: articles/9535701684761-Pru-Life-UK-PRUPersonal-Accident-Junior-Protect

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PRUPersonal Accident - Junior (PA Junior) is a yearly renewable packaged protection plan designed to cover children for injury or death due to accidents.

Jump to:

- [Packages and Benefits](#)
- [Eligibility](#)
- [Purchase Pru Life UK PruPersonal Accident - Junior Protect](#)
- [Cancellation and Claims](#)
- [Contact Pru Life](#)

Packages and Benefits

Basic Package

| **BENEFIT | PACKAGE 1 | PACKAGE 2 | | --- | --- | --- | |** Accident Death and Disablement/Dismemberment (ADD) Benefit* | PHP 30,000 | PHP 100,000 | | Renewal Bonus Benefit | 5% of ADD | 5% of ADD | | Burial Benefit | PHP 5,000 | PHP 5,000 | | Field Trip Coverage | PHP 30,000 | PHP 100,000 |

Full Package

| **BENEFIT | PACKAGE 1 | PACKAGE 2 | | --- | --- | --- | |** Accident Death and Disablement/Dismemberment (ADD) Benefit* | PHP 30,000 | PHP 100,000 | | Renewal Bonus Benefit | 5% of ADD | 5% of ADD | | Burial Benefit | PHP 5,000 | PHP 5,000 | | Field Trip Coverage | PHP 30,000 | PHP 100,000 | | Accidental Medical Expense Reimbursement Benefit | PHP 3,000 | PHP 5,000 | | Hospital Income Benefit | PHP 250 | PHP 500 |

***Note:** The specified percentage of the ADD Benefit will be paid according to the Schedule of Coverage indicated in the Policy Contract. The range is from 1% to 100% of ADD Benefit amount.

Eligibility

You can avail of this product if you are:

- At least 18 years old
- A Filipino citizen
- A Fully Verified GCash user

Individuals that will be Life Assured in this policy should be:

- The policy owner or the child of the policy owner - If the policy owner is the one life assured, he/she must be a **student 18-22 years old**
 - If the Life Assured is the child of the policy owner, the **child must be 5-17 years old**
- In good health - Have no physical or medical impairment
 - Have not, in the last five (5) years, consulted, nor been examined or treated for more than two (2) weeks by a doctor for any disease or injury, and not have undergone any medical diagnostic test or procedure, other than for routine pre-employment purposes; and

- Have not been confined in a hospital for any length of time or had any surgical procedure

Purchase Pru Life UK PruPersonal Accident-Junior Protect

Your PRUPersonal Accident - Junior is not convertible to any other Pru Life UK plan or policy.

1. On your GCash App, tap **GInsure**
2. Tap **Personal**
3. Tap **PRUPersonal Accident-Junior**
4. A pop-up Declaration will appear. Tap **Agree**
5. You'll be redirected to the PRU Life UK Declaration Page. Tap **Proceed**
6. Check out the full packages of the PruPersonal Accident Junior Protect Product.
Select the package you want to avail and Tap **Proceed**
7. Fill in all the required details and upload 1 valid government ID - If Life Assured is the policy owner, the occupation should be 'student'
8. Read through the Product Terms and Conditions. Tap **Proceed**
9. You will be redirected to the GCash App to pay for your policy. Tap **Agree**
10. Review the details of your transaction and tap **Proceed**
11. You will receive a payment confirmation of your successful purchase of the PruPersonal Accident- Junior

Note: You will receive an SMS and email with your PruPersonal Accident Junior Policy.

The coverage of PRUPersonal Accident - Junior is **12 months from the Coverage Start Date.**

A Policyowner-Life Assured with an existing policy **cannot avail another policy, or upgrade or downgrade to a different policy** unless the existing policy expires or is voluntarily cancelled.

However, the policy owner may avail multiple products for different Life Assureds, as long as they are his/her child/ren.

You may renew your policy. PruLife UK will send an email prior to your Coverage End date for the renewal process.

Beneficiary

If you choose not to register a beneficiary immediately or were not able to nominate a beneficiary before your PRUPersonal Accident - Junior policy is issued, your policy application will still be valid.

If you wish to elect and/or change your beneficiary, change a beneficiary designation to irrevocable (or otherwise) or change the percentage of sharing of the insurance proceeds, you may do so at any time during the coverage period of your policy by sending an email to contact.us@prulifeuk.com.ph.

Link Policy to Pulse App

Easily manage and have access to your policies on the Pulse app! Download and register to Pulse to manage and have access to your policies on the go.

On the Pulse App, Tap **PRUShoppe > PRUServices** to view your policies.

If your policy is not available on the app, Tap **Link Policy** to sync your active policies on the app.

View Policy Contract

Your Policy Contract and other Policy Documents are sent within twenty-four (24) hours to the Policyowner's email address.

A printed copy of the Policy Contract may be requested via email to contact.us@prulifeuk.com.ph, subject to a printing and delivery fee of PhP500.00. This fee is subject to change and prior notice shall be sent before any such change is implemented.

Cancellation and Claims

Claims

You may submit your claims request via business centers or by sending an email to contact.us@prulifeuk.com.ph.

Cancellation

Yes, you have **fifteen (15) days from policy receipt****date** to review your policy. This is called the Free Look Period.

Pru Life UK will send a confirmation that the Policy has been issued and is in force to your email address on record. Within twenty-four (24) hours from policy purchase, another email will be sent which includes all policy documents, including the Policy Contract.

The date that the email with the policy documents is sent shall be considered as your policy receipt date and your 15-day Free Look Period will begin on this date. The Free Look period is applicable on the initial purchase of the Policy only.

If you decide to cancel your policy, send an email to contact.us@prulifeuk.com.ph within the Free Look Period. Pru Life UK will refund the premium you paid in full upon completion of the processing of your cancellation request.

In case of cancellation beyond the Free Look Period, the amount to be refunded will be in accordance with the Short Period rate scale indicated in the policy contract.

Contact

To contact Pru Life, please check out their available channels below:

Website: www.prulifeuk.com.ph/en/partners/ginsure

Email: contact.us@prulifeuk.com.ph

Hotline: (632) 8887 LIFE (8887 5433) within Metro Manila or 1 800 10 PRULINK (1 800 10 7785465) for domestic toll-free hotline

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Quick Rewards by Hustle PH {#quick-rewards-by-hustle-ph}

Path: articles/40213432323481-Quick-Rewards-by-Hustle-PH

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Quick Rewards is a platform powered by Hustle PH that allows you to **earn money by answering surveys and doing tasks**.

To access Quick Rewards, tap **View All Services > Earn Money**

Eligibility to use Hustle

To use Hustle, you must be 18 years old and a [Fully Verified GCash user](#).

Note: Some Hustle tasks have extra requirements to join.

How to Use Hustle

1. On your Quick Rewards page, tap on a mission to get started.
2. Before starting on your mission, **read through the instructions carefully and take note of the deadline**. Make sure you are “qualified” for the specific mission.
3. After finishing a mission or task, please give Hustle PH **5 to 7 working days to review your submission**.

If you have not received feedback on your submission after 7 working days, please contact Hustle PH directly at contactus@hustle-ph.com.

How to withdraw earned money from Hustle

To withdraw money earned with Hustle, follow the steps below:

1. On your Quick Rewards page, tap **Wallet > Withdraw**.
2. Input the amount you want to withdraw and tap **Continue**.
3. Review the details of your withdrawal and select **Withdraw**

You will be led to a page that confirms your successful withdrawal. You will receive your money in your GCash Wallet within **24-48 hours**.

If you still didn't receive the cash reward in your GCash wallet after 48 hours, please reach out to Hustle PH directly at contactus@hustle-ph.com.

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**REPUBLIC OF THE PHILIPPINES DEPARTMENT
OF FINANCE BUREAU OF INTERNAL REVENUE
National Office Building Quezon City {#republic-of-the-philippines-department-of-finance-bureau-of-internal-revenue-national-office-building-quezon-city}**

**REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE BUREAU
OF INTERNAL REVENUE National
Office Building Quezon City**

REVENUE MEMORANDUM CIRCULAR NO. 8- 2024

SUBJECT

: Clarifying the Provisions of Revenue Regulations No. 16-2023 Imposing Withholding Tax on Gross Remittances Made by Electronic Marketplace Operators and Digital Financial Services Providers to Sellers/Merchants

TO

All Internal Revenue Officers and Others Concerned

Revenue Regulations (RR) No. 16-2023, which further amended RR No. 2-98, was issued to impose a withholding tax on gross remittances made by electronic marketplace (e-marketplace) operators and digital financial services providers (DFSP) to sellers/merchants.

This Circular is hereby issued for the guidance of all concerned to prescribe the timeline and implementation procedures of RR No. 16-2023 in compliance with Section 3 of the said RR, and to address the potential issues and concerns which may arise from the implementation thereof.

Q1 : When is the effectivity of RR No. 16-2023?

A1 : Pursuant to Section 6 of RR No. 16-2023, the withholding tax obligation of e-marketplace operator and DFSPs shall take effect after fifteen (15) days following its publication in a newspaper of general circular or the Official Gazette, whichever comes first. RR No. 16- 2023 was first published in Manila Bulletin on December 27, 2023. Thus, RR No. 16- 2023 shall take effect on January 11, 2024.

Q2 : Is there a transitory period?

A2 : Yes. The e-marketplace operators and DFSPs are allowed a period of ninety (90) days from the date of issuance of this Circular to comply with the relative policies or requirements of other government agencies, if any, and to give them an opportunity to adjust and properly comply with the provisions of RR No. 16-2023 prior to the actual imposition of the prescribed creditable withholding tax. Further, existing unregistered sellers/merchants shall comply with the applicable requirements enumerated in Q4 - A4 of this Circular within the same prescribed period.

Q3 : What constitutes the annual total gross remittances of P500,000.00 to an online seller/merchant for purposes of not subjecting it from the prescribed creditable withholding tax?

A3 : The gross remittances of P500,000.00 shall consist of the total amount of remittances received by the online seller/merchant from ALL e-marketplace operators and DFSPs; provided, however, that, in case any of the e-marketplace operators and DFSPs has determined that the gross remittances in its online platform exceeded P500,000.0 anytime during the taxable year, the prescribed withholding tax shall be automatically deducted

from the particular remittance exceeding the said threshold and the same shall be imposed on subsequent remittances.

Q4 : What are the obligations of sellers/merchants under RR No. 16-2023?

A4 : Sellers/Merchants are required to observe the following:

1. Register their business with the Bureau of Internal Revenue (BIR) and submit a copy of the BIR-issued Certificate of Registration as part of the documentary requirements by e-marketplace operator prior to the use of the e-marketplace facility.

If the gross remittance received from the e-marketplace operators or DFSPs is determined and/or expected not to exceed the threshold of P500,000.00, submit a Sworn Declaration (SD) duly received by the BIR and in the form prescribed in Annex "A" of this Circular upon application (or within the transitory period in case of existing participant sellers/merchants of e-marketplace operators and DFSPs) with emarketplace or DFSP declaring that the total gross remittance to be received from the e-marketplace operators or DFSPs shall not exceed P500,000.00. The BIR-received SD shall be submitted thereafter on or before the \$20^{\mathrm{th}}\$ day of the first month of each taxable year.

In case of failure to submit the prescribed SD, regardless of the actual total income or gross remittance, the withholding tax imposed by RR No.16-2023 shall automatically be deducted by the e-marketplace operator or DFSP.

Should the gross remittances exceed the P500,000.00 at any time during the taxable year, the prescribed BIR-received SD shall be immediately submitted to the emarketplace operators or DFSPs by the sellers/merchants.

Illustration:

Taxable year is from January to December 2024.

In March 2024 (the month of application or within the transitory period for existing participant seller/merchant), a BIR-received SD is submitted by the seller/merchant to the e-marketplace operators and DFSPs declaring that the threshold is determined (from previous year) and/or expected (current year) to not exceed P500,000.00. Consequently, all gross remittances starting March 2024 will not be subjected to withholding tax.

However, in August 2024, it was determined by the seller/merchant that the gross remittances exceeded the threshold, hence, a BIR-received SD indicating that the gross remittances exceed P500,000.00 shall be submitted by such seller/merchant to the e-marketplace operators and DFSPs declaring such and withholding shall commence. On January 20, 2025, withholding of taxes continues and there is no need to submit a BIR-received SD considering that it qualifies under Section 2.57.2(X) of RR No. 2-98, as amended by RR No. 16-2023.

If it was determined that the total gross remittances for taxable year 2025 to the seller/merchant have not exceeded the threshold, it shall submit on or before January 20, 2026 to the e-marketplace operators and DFSPs a BIR-received SD declaring that the threshold is determined (from previous year) and/or expected (current year) to not exceed P500,000.00. Therefore, all gross remittances during taxable year 2026 will not be subjected to withholding tax.

2. If a seller/merchant is exempt from income tax or subject to a lower income tax rate pursuant to any existing law or treaty, submit a duly issued certification to the emarketplace operator as proof of exemption or entitlement to a lower tax rate pursuant to the provisions of Section 2 of RR No. 16-2023, which states:

(c) if the seller/merchant is duly exempt from or subject to a lower income tax rate pursuant to any existing law or treaty. Provided that, the concerned seller/merchant is able to secure the necessary certification, clearance, ruling, or any other document serving as proof of entitlement to the said exemption or lower income tax rate. The said proof of entitlement shall be submitted by the seller/merchant to the e-marketplace operator or digital financial services provider concerned.'

Q5 : Are existing unregistered sellers/merchants selling goods and services in an emarketplace or DFSP required to register with BIR?

A5

Yes. All existing sellers/merchants selling goods and services in an e-marketplace not yet BIR-registered shall register their businesses with BIR pursuant to the National Internal Revenue Code of 1997, as amended (Tax Code). Moreover, after the transitory period prescribed under this Circular, e-marketplace operators and DFSPs shall not allow unregistered businesses to sell goods and services in their platform/facility.

What are the obligations of e-marketplace operators and DFSPs under RR No. 16- : 2023?

5 : E-marketplace operators and DFSPs are required to observe the following:

1. Ensure that all sellers/merchants applying for the use of the e-marketplace or DFSP platforms are registered with the BIR by requiring the submission of their Certificate of Registration (BIR Form No. 2303) prior to allowing sellers/merchants to use the marketplace facility or DFSP platform, as the case may be.
2. Require sellers/merchants who are duly exempt from or subject to a lower income tax rate pursuant to any existing law or treaty to submit the necessary certification or any other document as proof of entitlement to the said exemption or lower income tax rate.
3. Require sellers/merchants to submit a copy of the BIR-received SD. In case the sellers/merchants failed to submit the BIR-received SD, regardless of the actual income or gross remittances, the withholding tax shall be automatically deducted under RR No.16-2023.

Further, when the seller/merchant failed to submit the required BIR-received SD to the e-marketplace operator or DFSP within the prescribed period, the withholding tax shall likewise be automatically deducted.

4. Monitor the gross payments of buyers/customers and deduct the withholding tax prescribed under RR No. 16-2023 before subsequently remitting the same to the concerned sellers/merchants.
5. Provide sellers/merchants the Certificate of Creditable Tax Withheld at Source (BIR Form No. 2307) within the period prescribed under the Tax Code, and other relevant revenue issuances, or upon request by the sellers/merchants.

Q7 : When will the withholding tax obligation of the e-marketplace operator and DFSP commence in cases where the accumulated gross remittances to a seller/merchant exceed the prescribed P500,000.00 threshold?

A7 : The withholding tax obligation shall commence:

1. Upon receipt by the e-marketplace operator and DFSP of the BIR-received SD indicating that the sellers/merchants have exceeded the P500,000.00; or
2. When the seller/merchant failed to submit the required BIR-received SD to the e-marketplace operator or DFSP within the prescribed period; or
3. When the e-marketplace operator or DFSP has determined that its total gross remittances to the concerned seller/merchant have exceeded the P500,000.00 threshold.

Q8 : Are sellers/merchants allowed to receive payments through their personal/individual accounts instead of a business account?

A8 : No. The sellers/merchants are not allowed to receive payments through their personal/individual accounts. In all payments/remittances/transfers covered under RR No. 16-2023, the seller/merchant's account shall, at all times, be under the BIR-registered trademark of the seller/merchant. The BIR shall monitor usage of account under the registered trademark of the seller/merchant.

Mr. Mark is a rider of Go Movers, a platform for carriage of goods \$\\therefore\$ and merchandise. Go Movers offers a purchase service wherein their rider will buy and pay for the goods and deliver the same to the buyer. Upon delivery, the buyer will pay the cost of goods and delivery fee and purchase service fee, if any, directly to the rider.

Ms. Glyza booked a purchase service in the Go Movers mobile application and set the location of the store as the pick-up point and her location as the drop-off point. She messaged Mr. Mark, the assigned rider for her booking, with the list of goods to be bought. Mr. Mark purchased the goods at the store and delivered the same to Ms. Glyza. She paid the cost of goods, the delivery fee and purchase service fee in cash directly to Mr. Mark.

Is this scenario subject to withholding tax under RR No. RR 16-2023?

A9

This scenario is not subject to withholding tax considering that Go Movers did not collect the payment of the buyer, in behalf of the seller; hence, the platform does not remit income payment to the seller or store. Rather, Mr. Mark advanced the payment to the store and received the payment from the buyer only upon the delivery of the goods.

In case the e-marketplace platform accepts or collects payment for the goods and remits the same to the seller, this shall be subject to withholding pursuant to RR No. 16-2023 where withholding tax shall be deducted before its remittance of the income payment to the seller.

Q10: CashLess is a digital financial services provider where users deposit funds into their account and utilize the cash value to settle payments.

Mr. Daniel uses CashLess to settle his monthly electric bills payable to Light Supply, an electricity provider company. Light Supply is listed as a merchant at CashLess

where users may settle their electric bills using CashLess' online platform. Mr.

Daniel uses his funds at CashLess to settle his bills.

CashLess has contracted PayNow as its payment aggregator/facilitator of payments to accredited billers/merchants.

Who shall deduct the withholding tax before remittance to the seller/merchant pursuant to RR No. 16-2023?

A10 : In the event that the payment is transmitted to the seller/merchant through different facilities, the last facility which has control of the payment before completely remitting the same to the seller/merchant shall be liable to withhold the taxes under RR No. 16-2023. In this case, only the remittance of payment from PayNow (payment aggregator) to Light Supply (the seller/merchant) shall be subject to withholding tax under RR No. 16-2023.

Q11 : What BIR form and Alphanumeric Tax Code (ATC) shall be filed and used by emarketplace operators and DFSPs?

A11 : BIR Form Nos. 0619-E for the first two months of the quarter and a revised 1601-EQ for the last or third month of the quarter which is inclusive of the additional ATC for creditable withholding tax imposed by RR No. 16-2023 shall be issued through another RMC.

Q12 : What are the penalties in case of violation of any of the provisions of RR No. 16-2023?

A12 : The violation of any of the provisions of RR No. 16-2023 shall be subject to appropriate penalties under the Tax Code, relevant laws, rules and regulations.

All internal revenue officials, employees and others concerned are hereby enjoined to give this Circular as wide publicity as possible.

Source: https://help.gcash.com/hc/en-us/article_attachments/35191866902937

REVENUE MEMORANDUM CIRCULAR NO. _55-ZO2 {#revenue-memorandum-circular-no-_55-zo2}

REVENUE MEMORANDUM CIRCULAR NO. _55-ZO2

SUBJECT : Extension of the Ninety-Day Period for the Actual Imposition of Withholding Tax on Gross Remittances Made by Electronic Marketplace Operators and Digital Financial Services Providers to Sellers/Merchants Prescribed under Revenue Regulations No. 16-2023

TO

:All Revenue Officials, Employees and Others Concerned

The provisions of Revenue Memorandum Circular (RMC) No. 8-2024 allowed the electronic marketplace operators and digital financial services providers a transitory period of ninety (90) days from the date of its issue to comply with the relative policies or requirements of other government agencies, if any, and to give them an opportunity to adjust and properly comply with the provisions of Revenue Regulations (RR) No. 16-2023 prior to the actual imposition of the prescribed creditable withholding tax.

In order to provide the said taxpayers a sufficient time to comply and adjust to the requirements of RR No. 16-2023 and other government agencies, if any, the prescribed transitory period is hereby extended to an additional ninety (90) days or until July 14, 2024.

All revenue officials, employees, and others concerned are hereby enjoined to give this Circular as wide a publicity as possible.

J-5

Source: https://help.gcash.com/hc/en-us/article_attachments/35191857645977

Reach your Money Goals {#reach-your-money-goals}

Path: articles/19577994564761-Reach-your-Money-Goals

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Reach your financial goals by investing with GCash's safe and secure money-growing products to get the most out of your hard-earned money!

GSave

Start your savings journey to prepare for your future with our GSave banking partners: UNO Digital Bank, Maybank, BPI and CIMB.

GInvest

Manage local and international investments with GCash's premiere Wealth Management products:

GFunds

Invest for as low as PHP 50 in funds handled by the biggest fund managers in the country, ATRAM and BPI Wealth

GStocks PH

Choose to invest in over 280+ local companies listed on the Philippine Stock Exchange.

GStocks Global- Coming soon to all users!

Buy, sell, and manage well-known international stocks listed on the New York Stock Exchange.

GCrypto

Want an alternative to traditional investments? Explore the world of Web 3.0 by buying and selling crypto straight from your GCash app with GCrypto.

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Register to GCash Overseas {#register-to-gcash-overseas}

Path: articles/28752622792089-Register-to-GCash-Overseas

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GCash Overseas allows Filipinos living abroad to register with an international SIM card and access financial services in the Philippines.

You're eligible to create a GCash Overseas account if you are:

- A Filipino citizen who is 18 years old or older
- An owner of a valid [Philippine government-issued ID](#)
- Living abroad where [GCash Overseas is available](#)
- An owner of a valid international mobile number

Here's how to register for GCash Overseas

1. Download the GCash App via the [Playstore/ App Store.](#)
2. Open your GCash app, select the country of your SIM card, and input your mobile number. Tap **Next**
3. Enter the 6-digit OTP sent to your mobile number. Tap **Submit**
4. Input all the information needed and select **Next**
5. Set your MPIN and tap **Submit**
6. Review your information and tap **Confirm**

7. You'll be led to a page that prepares you to get your GCash Overseas account Fully Verified.

8. You will be sent an SMS regarding the status of your application.

After registering, get your account **Fully Verified** to start using GCash Overseas.

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[GCash Overseas Available Countries and Services](#)

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Get Fully Verified with GCash Overseas

- [GCash Overseas Available Countries and Services](#)
- [Register to GCash Overseas](#)
- [Get Fully Verified with GCash Overseas](#)
- [How to use GCash Overseas](#)

28752622792089

Source: <https://help.gcash.com/hc/en-us/articles/28752622792089-Register-to-GCash-Overseas>

Riders Drivers {#riders-drivers}

Path: sections/21665560479641-Riders-Drivers

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[Top up vouchers para sa Grab/Angkas riders](#)

Source: <https://help.gcash.com/hc/en-us/sections/21665560479641-Riders-Drivers>

SIM Card Registration Frequently Asked Questions {#sim-card-registration-frequently-asked-questions}

Path: articles/13809239424409-SIM-Card-Registration-Frequently-Asked-Questions

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [I want to update my address or work information in GCash](#)
- [I want to update my GCash email address](#)
- [I want to update my name or birthdate in my GCash account](#)
- [I want to change my mobile number linked to my GCash account](#)
- [My GCash account is on hold. How can I access my account?](#)
- [I was Fully Verified, why was my GCash account downgraded to a basic account?](#)
- [GScore](#)
- [How do I transfer money and services from my old GCash account to my new one?](#)
- [How do I claim my money from a suspended GCash Basic account?](#)
- [Why was my GCash account deactivated?](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

What is the SIM Registration Act?

The SIM Registration Act requires ALL SIM cards to be registered with their telco providers as a requirement for their activation. Registration aims to protect consumers from illegal activities such as mobile scams, smishing, and fraud.

Until when can I register my SIM?

Registration with telco providers ended **July 25, 2023**.

What happens to my GCash account or wallet if I do not register my SIM?

Your GCash account and your funds will remain secure. You may [update the mobile number linked to your GCash account](#) to recover your GCash account linked to your deactivated or unregistered SIM.

I received an email that my GCash will be restricted due to the SIM Registration Act and is directing me to input my details. What should I do?

SIM registrations will only be collected and processed by your telco providers through the channels they have provided. GCash will not ask for any information on behalf of the telco provider.

Please also be reminded that **GCash****will never send links via SMS, emails, or any other messaging apps**. Remember never to share your GCash credentials such as MPIN or OTP to anyone or anywhere except when you are logging in to the GCash app. Learn

more about how to keep your account safe.

If you think you've been a target of phishing, learn how to spot and report unauthorized transactions in your account.

What happens to my GCash Account if I successfully register my SIM to my telco?

Your GCash account will remain as is and you may continue to enjoy all GCash services. Your successful SIM registration ensures that the mobile number registered to your GCash account will continue to be active.

I want to change my number. How do I move my funds to my new account?

You may update the mobile number linked to your GCash account to recover your GCash account linked to your deactivated or unregistered SIM.

Please make sure that your new mobile number is registered with your own telco provider to ensure its activation.

Am I required to register all my SIMs linked to my GCash accounts with telco providers?

Yes, all the SIM cards linked to all your GCash accounts with your respective telco provider must be registered.

My child has a GCash Jr account, is s/he required to register his/her SIM Card as well?

All SIM cards are required to be registered according to the SIM Registration Act. For minors, the registration of the SIM shall be under the name of the minor's parent or legal guardian.

I am Foreign National (not a Filipino) with a GCash Account, am I required to register my SIM cards as well?

All Philippine SIM cards are required to be registered according to the SIM Registration Act. Foreign Nationals will also be included in the SIM Registration process.

I am a Globe user with a fully verified GCash account. What happens if I do not register my SIM?

You may visit the Globe SIM Registration page to comply with your Telco's SIM Registration guidelines.

You may reach out to your Telco provider via the Globe Stores or Globe Facebook Messenger for more information.

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Can I create a GCash account if I did not register my SIM Card?

- [I want to update my address or work information in GCash](#)
- [I want to update my GCash email address](#)
- [I want to update my name or birthdate in my GCash account](#)
- [I want to change my mobile number linked to my GCash account](#)
- [My GCash account is on hold. How can I access my account?](#)
- [I was Fully Verified, why was my GCash account downgraded to a basic account?](#)
- [GScore](#)
- [How do I transfer money and services from my old GCash account to my new one?](#)
- [How do I claim my money from a suspended GCash Basic account?](#)
- [Why was my GCash account deactivated?](#)
- [Privacy Choices Dashboard](#)
- [SIM Card Registration Frequently Asked Questions](#)
- [Can I create a GCash account if I did not register my SIM Card?](#)
- [The GCash SSO \(Single Sign-On\) is not working. What do I do?](#)
- [How do I delete or close my GCash account?](#)

13809239424409

Source: <https://help.gcash.com/hc/en-us/articles/13809239424409-SIM-Card-Registration-Frequently-Asked-Questions>

SWORN DECLARATION OF GROSS REMITTANCES (For Sellers/Merchants Engaged in Business within Electronic Marketplaces) {#sworn- declaration-of-gross-remittances-for-sellers/merchants- engaged-in-business-within-electronic-marketplaces}

SWORN DECLARATION OF GROSS REMITTANCES (For Sellers/Merchants Engaged in Business within Electronic Marketplaces)

I of legal age with business address (Name of BIR Registered Seller/Merchant) located at _____ and Taxpayer Identification Number (TIN) _____, after having been duly sworn in accordance with law hereby depose and state:

1. That I derive my income from sale of goods and services from Electronic Marketplace and/or Digital Financial Services Provider (indicate the names of electronic marketplace operators or digital financial services providers).
2. That for the period , the gross remittances from the sale of goods and services by Electronic Marketplace Operators and Digital Financial Services Providers
 - Do not exceed Five Hundred Thousand Pesos (₱500,000.00).
 - Exceed Five Hundred Thousand Pesos (₱500,000.00).
3. That if at any time during the taxable period, the gross remittances exceed ₱500,000.00, the Electronic Marketplace Operator and Digital Financial Services Provider/withholding agents shall automatically withhold the rate of one percent \$(1%)\$ on the one-half \$(\frac{1}{2})\$ of gross remittances for the goods and services sold/paid through their platform/facility.
4. That I duly execute this SWORN DECLARATION in compliance with the implementing guidelines of Revenue Regulations No. 16-2023.
5. That I declare, under the penalties of perjury, that this declaration has been made in good faith, and to the best of my knowledge and belief to be true and correct.

IN WITNESS WHEREOF, I have hereunto set my hand this day of 20 at , Philippines.

SUBSCRIBED AND SWORN to before me this day of 20 in . Applicant exhibited to me his/her issued (Government Issued ID and No.) at on

NOTARY PUBLIC

Doc No.: Page No.: Book No.: Series of

(To be filled-out by the withholding agent/lone payor)

Date Received: (MM-DD-YYYY-00001)

Received by:

Signature over Printed Name of the Withholding Agent / Payor or Authorized Officer Designation / Position of Authorized Officer Name of Withholding Agent / Lone Payor

Source: https://help.gcash.com/hc/en-us/article_attachments/31653530349465

Sari Sari Store {#sari-sari-store}

Path: sections/4407792390297-Sari-Sari-Store

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[GCash Pera Outlet Terms and Conditions](#)

[GCash Pera Outlet Commissions and Fees](#)

[Paano mag fund-in sa GPO Wallet?](#)

[Mag-apply bilang isang GCash Pera Outlet Partner](#)

[Official GCash Pera Outlet Distributors](#)

[Alamin ang status ng GCash Pera Outlet application](#)

[Paano makahanap ng Authorized GCash Pera Outlet](#)

[Dagdag pondo sa GCash Pera Outlet Wallet gamit ang GCash wallet o GGives](#)

[Paano gamitin ang mga services ng GCash Pera Outlet](#)

[Manage your Pera Outlet account](#)

[GCash Digicities](#)

Source: <https://help.gcash.com/hc/en-us/sections/4407792390297-Sari-Sari-Store>

Scan to Pay via QR {#scan-to-pay-via-qr}

Path: sections/360004657934-Scan-to-Pay-via-QR

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[How do I use Scan to Order on GCash?](#)

[How can I use Scan to Pay via QR Code?](#)

[Can GCash QR Payments be used in other countries?](#)

[I can't scan the QR code. What do I do?](#)

[I was charged multiple times after using Scan to Pay QR. What do I do?](#)

[Merchant didn't receive the payment and/or SMS when I used Scan to Pay. What do I do?](#)

Source: <https://help.gcash.com/hc/en-us/sections/360004657934-Scan-to-Pay-via-QR>

Send {#send}

Path: categories/20493622503577-Send

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Send money to a GCash account

- [How do I send money to another GCash account?](#)
- [Can I send money to a Non-Verified/Basic GCash user?](#)
- [How can I send money in GCash via QR code?](#)
- [How do I generate my personal GCash QR?](#)

Get Help with Send Money

- [What is the GCash Express Send Transaction Limit?](#)
- [Express Send Transaction Limit FAQS](#)
- [I've exceeded my Express Send transaction limit in GCash. What do I do?](#)
- [Someone sent me money from their GCash to my GCash account, but I didn't receive it. What should I do?](#)
- [I sent money to the wrong GCash account or number via Express Send. What should I do?](#)
- [I sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do? See all 7 articles](#)

Source: <https://help.gcash.com/hc/en-us/categories/20493622503577-Send>

Send {#send}

Path: categories/20493622503577

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Send money to a GCash account

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- [Can I send money to a Non-Verified/Basic GCash user?](#)
- [How can I send money in GCash via QR code?](#)
- [How do I generate my personal GCash QR?](#)

Get Help with Send Money

- [What is the GCash Express Send Transaction Limit?](#)
- [Express Send Transaction Limit FAQS](#)
- [I've exceeded my Express Send transaction limit in GCash. What do I do?](#)
- [Someone sent me money from their GCash to my GCash account, but I didn't receive it. What should I do?](#)
- [I sent money to the wrong GCash account or number via Express Send. What should I do?](#)
- [I sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do? See all 7 articles](#)

Source: <https://help.gcash.com/hc/en-us/categories/20493622503577>

Send and Receive Crypto with GCrypto {#send-and-receive-crypto-with-gcrypto}

Path: sections/31272577173785-Send-and-Receive-Crypto-with-GCrypto

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[How can I send crypto over PHP 50,000 to another wallet or exchange in GCrypto?](#)

[How can I receive crypto using GCrypto?](#)

[How can I send crypto below PHP 50,000 to another wallet or exchange in GCrypto?](#)

Source: <https://help.gcash.com/hc/en-us/sections/31272577173785-Send-and-Receive-Crypto-with-GCrypto>

Send money to a GCash account {#send-money-to-a-gcash-account}

Path: sections/360004695993-Send-money-to-a-GCash-account

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[How do I send money to another GCash account?](#)

[Can I send money to a Non-Verified/Basic GCash user?](#)

[How can I send money in GCash via QR code?](#)

How do I generate my personal GCash QR?

Source: <https://help.gcash.com/hc/en-us/sections/360004695993-Send-money-to-a-GCash-account>

Shift of SMS messages to GCash App Inbox {#shift-of-sms-messages-to-gcash-app-inbox}

Path: articles/10040298426137-Shift-of-SMS-messages-to-GCash-App-Inbox

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [GCash Pro Platform Termination](#)
- [Advisory on Automated Fuel Dispenser \(Self-Service Gas Pumps\) Payments using GCash Cards](#)
- [Advisory for iPhone Users affected Express Send Feature Issue](#)
- [GCash Pera Outlet \(GPO\) Plus Advisory](#)
- [Advisory on Revenue Regulation 16-2023](#)
- [Advisory for using GCash on iPhone with iOS 13 and Below](#)
- [Shift of SMS messages to GCash App Inbox](#)
- [GCash Updated Terms and Conditions](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

To help improve security, your confirmation messages were moved from your text message inbox (SMS) to your **GCash App Inbox or Transaction History** for the following transactions:

- GSave
- GFunds
- Scan to Pay
- Express Send for Senders and Recipients
- Buy Load
- Pay Bills
- Bank Transfer
- GLife
- GCash Padala
- Send Gift
- Send with a Clip

- GCredit
- GGives
- GLoan
- GIInsure
- Online Payments
- Cash In
- Request Money

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- [GCash Pro Platform Termination](#)
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- [GCash Pera Outlet \(GPO\) Plus Advisory](#)
- [Advisory on Revenue Regulation 16-2023](#)
- [Advisory for using GCash on iPhone with iOS 13 and Below](#)
- [Shift of SMS messages to GCash App Inbox](#)
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10040298426137

Source: <https://help.gcash.com/hc/en-us/articles/10040298426137-Shift-of-SMS-messages-to-GCash-App-Inbox>

Ship Deliver {#ship-deliver}

Path: sections/23650083389721-Ship-Deliver

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[How can I use Ship & Deliver to book couriers?](#)

[Manage orders on Ship & Deliver](#)

Source: <https://help.gcash.com/hc/en-us/sections/23650083389721-Ship-Deliver>

Signature over Printed Name {#signature-over-printed-name}

Date:

AB CAPITAL SECURITIES, INC.

Unit 1210-1212, 1911-1912

12th and 19th Floors, PSE Tower,

5th Ave., cor. 28th St. Bonifacio Global City Taguig City,

Philippines 1634

Re Close Account Account No.

To whom it may concern,

May I request to close permanently my AB Capital account with Account No.

Truly yours

Signature over Printed Name

Source: https://help.gcash.com/hc/en-us/article_attachments/31259130138521

Singlife 100 in 1 Medical {#singlife-100-in-1-medical}

Path: articles/25994481758489-Singlife-100-in-1-Medical

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [Buy Load Insurance](#)
- [Oona Big 3 Critical Illness Insurance](#)
- [Oona Infinity Travel Insurance](#)
- [FWD The One Life Insurance Cover](#)
- [FWD BIG 3 Critical Illness Insurance](#)
- [Singlife 3-in-1 Protection Plan](#)
- [Singlife 100 in 1 Medical](#)
- [Singlife Cash for Medical Costs](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

The 100-in-1 Medical Plan is an insurance product that will help you pay for medical expenses of over 100 critical conditions, including cancer, stroke, and heart attack, as well as additional coverage in the event of accidental disability or death. It also extends coverage to individuals traveling outside of the Philippines All qualified customers of the 100-in-1 Medical Plan will get free [3 months of access to KonsultaMD](#) for a limited time.

Jump to:

- [Eligibility](#)
- [Coverage - Packages](#)
 - [Conditions Covered](#)
 - [Conditions Not Covered](#)
- [Purchase Singlife 100 in 1 Medical Plan](#)
- [Claims and Cancellation](#)
- [Contact Singlife](#)

Eligibility

You can avail of this product if you are:

- 18-55 years old
- A [Fully Verified](#) GCash user
- In good health, not suffering from any existing or pre-existing conditions, and can pass Singlife's simple health and lifestyle questions.
- A Filipino citizen or a foreigner who is a legal resident of the Philippines

Should you wish to add dependents to your policy, please make sure they fulfill the following requirements:

- Must be in good health, not suffering from any existing or pre-existing conditions
- A Filipino citizen or a foreigner who is a legal resident of the Philippines
- Legal spouse, aged 18 to 55 years old;
- Life Partner, aged 18 to 55 years old, if you both do not have any legal spouse;
- Legitimate and/or illegitimate children, aged 30 days old to 22 years old. Any of the children of any of the following can be a dependent:
 - Policy Owner,
 - the insured dependent spouse
 - insured dependent life partner

Coverage

Packages

The 100-in-1 Medical Plan has 3 available levels – Bronze, Silver, and Gold. Based on the package you avail of, you will receive a **cash benefit** if you or any of your dependents get diagnosed with either a Minor or Major Critical Condition, or a **cash benefit in a lump sum** in case of Accidental Disability & Death. The cash benefit payable will be in Philippine Peso.

Depending on your needs, you can choose your coverage based on the benefit details below:

||||| --- | --- | --- | --- || **Bronze** | **Silver** | **Gold** || **Minor Critical Condition**

A condition that is generally less severe and not life-threatening and falls under the early or intermediate stage. | PHP 15,000 | PHP 30,000 | PHP 50,000 || **Major Critical Condition**

A condition that is usually in the late stage, severe, life-threatening and has a huge impact on health. | PHP 150,000 | PHP 300,000 | PHP 500,000 || **Accidental Disability & Death** | PHP 150,000 | PHP 300,000 | PHP 500,000 |

Conditions Covered

Major Critical Conditions:

- Cancer
- Kidney Failure
- Stroke (Cerebrovascular Accident)
- Heart Attack
- End Stage Liver Failure
- Primary Pulmonary Hypertension
- Coronary Artery Bypass Surgery
- Benign Brain Tumor
- Heart Valve Surgery
- Other Serious Coronary Artery Disease
- Surgery to Aorta
- Progressive Scleroderma
- End Stage Lung Disease
- Fulminant Hepatitis
- Major Organ/Bone Marrow Transplantation
- Paralysis
- Blindness (Loss of Sight)
- Deafness (Loss of Hearing)
- Loss of Speech
- Major Burns
- Occupationally Acquired HIV

HIV due to Blood Transfusion

- Late Stage Loss of Independent Existence
- Alzheimer's Disease/Severe Dementia
- Aplastic Anemia

- SLE with Lupus Nephritis
- Moderately Severe SLE with Lupus Nephritis
- Coma for 96 hours
- Major Head Trauma
- Motor Neuron Disease
- Multiple Sclerosis
- Muscular Dystrophy
- Parkinson's Disease
- Viral Encephalitis
- Poliomyelitis
- Apallic Syndrome
- Severe Bacterial Meningitis
- Terminal Illness

Minor Critical Conditions

- Carcinoma in Situ of Specified Organs treated with Radical Surgery
- Carcinoma in Situ
- Chronic Kidney Disease
- Chronic Kidney Impairment
- Surgical Removal of One Kidney
- Carotid Artery Surgery
- Brain Aneurysm Surgery
- Cerebral Shunt Insertion
- Early Cardiomyopathy
- Pericardectomy
- Cardiac Defibrillator Insertion
- Cardiac Pacemaker Insertion
- Secondary Pulmonary Hypertension
- Early Pulmonary Hypertension
- Port Access of Keyhole Cardiac Surgery
- Transmyocardial Laser Therapy
- Surgical Removal of Pituitary Tumor by Open Craniotomy
- Surgical Removal of Pituitary Tumor by Transsphenoidal/Transnasal Hyphophysectomy
- Percutaneous Valve Replacement or Repair
- Percutaneous Valvuloplasty
- Insulin Dependent Diabetes Mellitus
- Hemophilia A or Hemophilia B
- Kawasaki Disease
- Osteogenesis Imperfecta
- Rheumatic Fever with Valvular Impairment
- Severe Asthma
- Severe Dengue (Dengue Hemorrhagic Fever)
- Systemic Juvenile Idiopathic Arthritis (Still's Disease)
- Wilson's Disease
- Moderate Coronary Artery Disease
- Mild Coronary Artery Disease
- Minimally Invasive Surgery to Aorta
- Large Asymptomatic Aortic Aneurysm
- Progressive Scleroderma with CREST Syndrome
- Early Progressive Scleroderma
- Liver Cirrhosis
- Liver Surgery

- Surgical Removal of One Lung
- Severe Asthma
- Insertion of a Vena Cava Filter
- Chronic Primary Sclerosing Cholangitis
- Biliary Tract Reconstruction Surgery
- Waitlist on a Major Organ/Bone Marrow Transplantation
- Small Bowel Transplant
- Corneal Transplant
- Loss of Use of One Limb Requiring Prosthesis
- Loss of Use of One Limb
- Optic Nerve Atrophy with Low Vision
- Loss of Sight of One Eye
- Cochlear Implant Surgery
- Partial Loss of Hearing
- Cavernous Sinus Thrombosis Surgery
- Loss of Speech due to Vocal Cord Paralysis
- Permanent or Temporary Tracheostomy
- Moderately Severe Burns
- Mild Severe Burns
- HIV to Organ Transplant
- HIV due to Assault
- Intermediate Stage Loss of Independent Existence
- Early Stage Loss of Independent Existence
- Moderately Severe Alzheimer's Disease
- Diagnosis of Dementia including Alzheimer's Disease
- Myelodysplastic Syndrome or Meylofibrosis
- Reversible Aplastic Anemia
- Mild systemic Lupus Erythematosus (SLE)
- Coma for 72 hours
- Severe Epilepsy
- Head Trauma Requiring Open Craniotomy
- Head Trauma Requiring Reconstructive Surgery
- Cervical Spinal Cord Injury
- Surgery for Subdural Hematoma
- Early Motor Neuron Disease
- Peripheral Neuropathy
- Mild Multiple Sclerosis
- Early Multiple Sclerosis
- Moderate Muscular Dystrophy
- Spinal Cord Disease or Injury Resulting in Bowel and Bladder Dysfunction
- Moderately Severe Parkinson's Disease
- Early Parkinson's Disease
- Mild Encephalitis
- Encephalitis with Full Recover
- Poliomyelitis (Intermediate Stage)
- Peripheral Neuropathy
- Locked-in Syndrome
- Akineti Mutism
- Bacterial Meningitis with Reversible Neurological Deficit
- Bacterial Meningitis

Accidental Disability & Death [DROPDOWN]

Standard Accidents Coverage

You will receive 100% of the benefit amount if you or your dependents become disabled due to the accidents listed below.

1. Travelling Accident on Land, Air, or Sea
2. Unprovoked Assault
3. Fire Accidents
4. Accidental Drowning
5. Accidental Suffocation from gas or fumes, other than those caused by fire accidents.

Expanded Accident Coverage

You will receive 50% of the benefit amount if you or your dependents become disabled due to the accidents listed below.

1. while working as a Hired/Paid Drivers, Licensed Professional Pilot, or Helmsman;
2. while in a commercial vehicle, aircraft, or water-borne craft but not as a fare-paying passenger (e.g. conductors, flight attendants, waiters, crew members, etc.);
3. while under the influence of drugs or alcohol, except if the accident was a result of an unlawful or illegal act;
4. while at and during any occupation-related tasks except he/she is on duty and serving in the armed forces of any country or international authority, whether in war or in service.
5. occurring during any of the following Incidents:

||||---|---|| - Body Boarding

- Kite Surfing
- Jet Skiing
- Canoeing
- Wind Surfing
- Hang Gliding
- Paragliding | - Ballooning
- Gliding
- Canopy Piloting
- Parachuting
- Skydiving
- Legal Road Racing
- Legal Water Racing |

6. during any act of terrorism, not committed by the insured. We may adjust or delay payment of benefits for accidents due to this cause;
7. during any nuclear, biological, and chemical attacks/warfare, not committed by the insured. We may adjust or delay payment of benefits for accidents due to this cause.

Conditions Not Covered

Critical Conditions:

The following are not covered under the Critical Conditions Benefit (Major and Minor) if you have:

- an illness, sickness, or disease that happens within the 90-day Waiting Period; or
- a Pre-Existing Condition; or
- attempted suicide or committed suicide, while sane or insane; or
- any intentionally self-inflicted injury; or

- any illegal or unlawful act, or any attempt to perform any illegal or unlawful act (including any act of terrorism) committed by you; or
- being in an aircraft or submarine except if as a fare-paying passenger in a commercial aircraft; or
- voluntary taking, inhaling, or absorbing of poison, gas, or fumes; or
- accidents arising from the effects of alcohol or the improper use of drugs or narcotics; or
- any nuclear, biological, radioactive, or chemical contamination; or
- engagement in any dangerous sports or hobbies; or
- mental, nervous, or manifested sleep disorders, or any other complications arising from such.
- any condition that is not part of the List of our Covered Critical Conditions.

Accidental Disability and Death

The following are not covered under Accidental Disability and Death if the:

- Accident is NOT included in the Standard and Expanded Accident Coverage
- Disability and/or death happens while you are on duty and serving in the armed forces of any country or international authority, whether in the time of war or peace.
- Accident and Disability is caused by:
 - suicide or any attempted suicide, while sane or insane;
 - any intentionally self-inflicted injury; or
 - any illegal or unlawful act, or any attempt to perform any illegal or unlawful act (including any act of terrorism) committed by you;

Purchase Singlife 100 in 1 Medical Plan

Note: You cannot buy a policy for someone else directly. However, you can cover them as dependents when you buy a policy for yourself.

Disclaimer: By purchasing the product, you are giving your consent for us to automatically deduct your monthly investment from your GCash account. Please ensure that you have read and understood the terms and conditions of the product before completing your purchase, which includes the schedule of deduction of your monthly investment and other things you need to know.

To purchase a Singlife 100 in 1 Medical Plan, please follow the steps below:

1. Open your GCash app, tap **GInsure**
2. Select **Health**
3. Tap **100-in-1 Medical Plan**
4. Select **Get a Free Quote**
5. Verify your personal details and select **Next**
6. Read through and select the package you want to avail of.
7. Go through the details and select **Check for Discount**
8. Input all the details needed. Tick the declarations and tap **Save & Continue**
9. Review the quote and details given. Select **Confirm**
10. To confirm your payment, tap **Pay**
11. You will be led to a page that confirms the successful purchase of your policy.

You will receive a confirmation email in your GCash-registered email from Singlife **within 24 hours with a copy of your policy contract**.

If you didn't receive your policy contract within the 24-hour period, you may contact Singlife.

You **may buy multiple policies from Singlife**, as long as the benefit amount of all policies you are covered in (either as a Primary insured or Insured Dependent) does not exceed the following maximum benefit amount limits:

- Daily Hospital Cash Benefit – PHP 5,000 per day
 - Any Critical Condition Diagnosis Benefit – PHP 500,000
 - Late-Stage Critical Condition Diagnosis Benefit – PHP 3,000,000
 - Medical Reimbursement Benefit for late-stage critical condition diagnosis benefit – PHP 3,000,000
1. paid under Late Stage Critical Condition Diagnosis Benefit – PHP 3,000,000

Claims and Cancellation

Claims

You can claim the benefits from your 100-in-1 Medical Plan based on the type of claim:

For accidents, you can file a claim immediately as long as the incident/event happens while the coverage of the person claiming for is active.

For illnesses, you can only claim if the illness occurs after **90 days** from the time you purchased your 100-in-1 Medical Plan.

File a Claim

To file a claim, please contact Singlife. Singlife will contact you if they need any additional information and/or document(s). The **review of the claim** will only start once the **complete requirements** have been submitted.

Cancellation

You can cancel your policy. If you cancel your policy within 15 days after you receive it, we will return all premiums paid. Your policy is considered received after we have sent the e-Policy to your registered email.

If you cancel your policy after 15 days from the time you received your policy, your refund will be subject to the following:

- **Monthly Premium Schedule:** The cancellation will be effective on the next month and no premium refund will be made.
- **Annual Premium Schedule:** The cancellation will be effective on the next month for the first 6 months and on the next premium due after the 6th month.

The premium refund will be subject to the table below:

||| --- | --- || **No. of months** | **Percentage (%) of Annual Premium** || 2 months or below | 40% || 3 months | 35% || 4 months | 30% || 5 months | 25% || 6 months | 20% || Over 6 months | 0% |

Contact Singlife

To contact Singlife, please reach out to their available channels below:

Email: help@singlife.com

Hotline: +632-8299-3737 (Monday-Sunday, 9:00 AM-8:00 PM)

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- [Buy Load Insurance](#)
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Source: <https://help.gcash.com/hc/en-us/articles/25994481758489-Singlife-100-in-1-Medical>

Singlife 3 in 1 Protection Plan {#singlife-3-in-1-protection-plan}

Path: articles/8242221911449-Singlife-3-in-1-Protection-Plan

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

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The Singlif 3-in-1 Protection Plan is a comprehensive coverage product that provides protection against accidents, dengue, and COVID-19 at an affordable price for you and your family.

Jump to:

- [Eligibility](#)
- [Coverage - Coverage under the Confinement Allowance Benefit and Severe Cases](#)
 - [Coverage under Accidental Disability and Death](#)
- [Purchase Singlif 3-in-1 Protection Plan](#)
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Eligibility

You can avail of this product if you are:

- At least 18-55 years old
- A [Fully Verified](#) GCash user
- In good health, able to work and do daily activities without any help
- A Filipino citizen or a foreigner who is a legal resident of the Philippines.

Note: You **cannot buy a policy for someone else directly**. However, you can cover them as dependents when you buy a policy for yourself.

For the **qualified dependents**, please check the details below:

- Legal spouse, aged 18-55 years old;
- Life Partner, aged 18-55 years old, if you both do not have any legal spouse;
- Legitimate and/or illegitimate children, aged 30 days old to 22 years old;
- Children of any of the following:
 - Policy Owner,
 - the insured dependent spouse, or
 - insured dependent - life partner

Your dependents must also be in good health, not suffering from any pre-existing conditions. Your dependent must also be a Filipino citizen or a foreigner who is a legal resident of the Philippines.

For individuals aside from the qualified dependents mentioned above, they can still buy for themselves through the GCash App.

Coverage

Note: You are covered while you are outside of the Philippines except for COVID-19. The cash benefit payable will be in Philippine Peso.

With this product, you can provide coverage for each of your family members ensuring that you are prepared for their medical costs while paying the same amount.

The product has the following benefits:

||||---|---|| **CONFINEMENT ALLOWANCE** | You will be covered if you get confined in a hospital due to an accident, dengue, or COVID-19. || **DENGUE TEST ALLOWANCE** | You will get cash if you test positive for dengue. || **SEVERE DENGUE & COVID 19**

(Benefit for Severe Cases) | Protects you from medical expenses when you experience severe effects of dengue or COVID-19, including if you pass away due to either dengue or COVID-19. || **ACCIDENTAL DISABILITY & DEATH**

(Benefit for Severe Cases) | Protects you and your family if you pass away or get permanently disabled due to an accident. |

Coverage included under the Confinement Allowance Benefit and Severe Cases Benefit

Note: To be covered for COVID-19, you must not be suffering from any pre-existing conditions (including previous COVID-19 diagnosis)

||||---|---|| **Confinement Type | Benefit and Condition** || **DENGUE CONFINEMENT ALLOWANCE** | Cash Benefit || Diagnosed with Dengue and are confined in a hospital for at least two (2) hospital days || **COVID-19 CONFINEMENT ALLOWANCE** | Cash Benefit || Diagnosed with COVID-19 and are confined in a hospital for at least two (2) hospital days || **CONFINEMENT ALLOWANCE DUE TO ACCIDENT** | Cash Benefit || Confined in a hospital due to accidents for at least two (2) hospital days.

*The confinement must happen within 30 days from the date of accident. This benefit can only be availed once a year. |

||||---|---|| **Case Type | Benefit and Condition** || **SEVERE DENGUE BENEFIT** | Reimbursement for actual expenses || Diagnosed with Dengue with a valid test and must have been confined for at least three (3) hospital days. || **SEVERE COVID-19 DENGUE BENEFIT** | Reimbursement for actual expenses || Diagnosed with COVID-19 with a valid test and must have been confined for at least three (3) hospital days in an ICU. || **ACCIDENTAL DISABILITY AND DEATH** | Benefits via lump-sum payment. || Permanently disabled or pass away due to an accident |

Coverage under Accidental Disability and Death

||||---|---|| STANDARD ACCIDENTS COVERAGE | You will receive **100% of the benefit amount** if you become disabled due to the accidents listed below.

1. Traveling Accident on Land, Air, or Sea
2. Unprovoked Assault
3. Fire accidents
4. Accidental Drowning

5. Accidental suffocation from gas or fumes, other than those caused by fire accidents. || EXPANDED ACCIDENTS COVERAGE | You will receive **50% of the benefit amount**

if you become disabled due to the accidents listed below.

1. while working as a Hired/Paid Drivers, Licensed Professional Pilot, or Helmsman;
2. while in a commercial vehicle, aircraft, or water-borne craft but not as a fare-paying passenger (e.g. conductors, flight attendants, waiters, crew members, etc.);
3. while under the influence of drugs or alcohol, except if the accident was a result of an unlawful or illegal act;
4. while at and during any occupation-related tasks except he/she is on duty and serving in the armed forces of any country or international authority, whether in war or in service.
5. During an act of terrorism, not committed by the insured. We may adjust or delay payment of benefits for accidents due to this cause.
6. During any nuclear, biological, and chemical attacks/warfare, not committed by the insured. We may adjust or delay payment of benefits for accidents due to this cause.
7. Occurring during any of the following incidents:

- Body Boarding
- Kite Surfing
- Jet Skiing
- Canoeing
- Wind Surfing
- Hang Gliding
- Paragliding
- Ballooning
- Gliding
- Canopy Piloting
- Parachuting
- Skydiving
- Legal Road Racing
- Legal Water Racing |

Purchase Singlife 3-in-1 Protection Plan

Note: You may buy multiple 3-in-1 Protection Plan policies from Singlife, as long as the benefit amount of all policies you are covered in (either as a Primary insured or Insured Dependent) does not exceed the following maximum benefit amount limits:

- Dengue Test Allowance – PHP 5,000
- Dengue Confinement Allowance – PHP 100,000
- COVID-19 Confinement Allowance – PHP 50,000
- Accidental Confinement Allowance – PHP 30,000
- Severe Dengue Benefit – PHP 1,000,000
- Severe COVID-19 Benefit – PHP 500,000
- Accidental Disability & Death – PHP 6,000,000

Singlife will issue an e-Policy **within 24 hours after you have completed the application process and payment.** It will be sent to your registered e-mail address and will also be available on the Policy Page in the GCash app.

The amount for payment will be **automatically deducted** from your GCash e-wallet on the premium due dates. Please make sure you have enough balance in your GCash e-wallet to keep your policy active.

Cancellation and Claims

Cancellation of Policy

If you cancel your policy within **15 days** after you receive it, we will return all premiums paid. Your policy is considered received after we have sent the e-Policy to your registered email.

Claims

You can claim benefits from your insurance upon the **effectivity of your policy.**

For Dengue & COVID-19, you can file a claim after **15 days** from the effective date of your policy.

To file a claim, please contact Singlife. Their Case Managers will assist you in filing a claim. Singlife will contact you if they require additional documents.

The review of the claim will only start once the **complete requirements** have been submitted.

Accredited Hospitals

You can avail of the benefit as long as the hospital or clinic where the confinement or treatment was done is a DOH Licensed Government and private hospital. For COVID-19 patients, however, the confinement has to be done in a DOH-licensed COVID-19 hospital for the benefits to be accepted.

Check out the list of Singlife Accredited hospitals.

Contact Singlife

To contact Singlife, please check out their available channels below:

Email: help@singlife.com

Hotline: +632-8299-3737 (Monday-Sunday, 9:00 AM-8:00 PM)

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Source: <https://help.gcash.com/hc/en-us/articles/8242221911449-Singlife-3-in-1-Protection-Plan>

Singlife Cash for Funeral Costs {#singlife-cash-for-funeral-costs}

Path: articles/32223493277081-Singlife-Cash-for-Funeral-Costs

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

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- [Singlife Cash for Funeral Costs](#)

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Cash for Funeral Costs is a whole life insurance product designed to help your loved ones prepare for your burial and funeral expenses in case you pass away.

Jump to:

- [Eligibility](#)
- [Coverage](#)
- [Purchase Singlife Cash for Funeral Costs](#)
- [Claims and Cancellation](#)

- Contact Singlife

Eligibility

You can avail of this product if you are:

- 18-60 years old
- A Fully Verified GCash user
- In good health and are not suffering from any existing or pre-existing conditions
- A Filipino citizen or a foreigner who is a legal resident of the Philippines

Note: You cannot buy a policy for someone else directly. However, your spouse/life partner, you can cover them as dependents when you buy a policy for yourself.

For your Spouse/Life Partner to be covered under this product he/she must be:

- 18 to 60 years old and in good health
- A Filipino citizen or foreigner who is a legal resident of the Philippines
- Living with you for at least 2 years and can be of the same or opposite sex. (For Life Partners)

Coverage

When availing of Singlife Cash for Funeral Costs, you will have the following benefits:

Lifetime Insurance Protection

If you pass away, your loved ones will receive a cash benefit to help them prepare for any funeral or burial expenses.

Yearly Coverage Boost

Your Cash for Funeral Costs gets more valuable over time because your coverage increases every year without additional cost as long as you are keeping your policy active by paying your premiums

Protection for each family member

With just one plan, your spouse or life partner is also covered without needing to transfer or share plans. Additionally, starting from the 2nd policy year, you can also cover your children under the plan, and the cost will be on Singlife.

Immediate funeral assistance

Upon confirmation of death of policy holder, Singlife will give an initial amount to your beneficiaries to help with the immediate Funeral expenses while we process the claim. Upon approval of the claim, your beneficiary will receive the remaining amount.

Funeral Care Support

If you pass away, Singlife can assist your beneficiary/ies which providers they can use for the services needed for your Funeral service.

Note: Your policy includes **Extended Term Insurance**. It is a feature of your policy that will continue your policy in case you fail to pay your premium within the grace period. Your cash value will be used to extend the term of your coverage (based on benefit amount at the due date of the earliest premium unpaid) up to a defined period.

Purchase Singlife Cash for Funeral Costs

Note: Only Fully Verified GCash users can purchase this policy. You may buy multiple policies as long as the coverage amount (benefit amount plus coverage boost) of all policies you are covered in (either as a primary insured or insured dependent) with Singlife does not exceed PHP 6 million.

Follow the steps below to avail of Singlife Cash for Funeral Costs:

1: On the GCash App, tap **GInsure > Personal**

2: Select **Cash for Funeral Costs**

3. Verify your profile and answer the questions and provide details

4. Review the details of your purchase

5. Pay the required premium.

You will be led to a page that confirms your successful purchase of Singlife Cash for Funeral Costs.

Disclaimer: By purchasing the product, you are giving consent to automatically deduct your monthly investment from your GCash account. Please ensure that you have read and understood the terms and conditions related to the product before completing your purchase, which includes the schedule of deduction of your monthly investment and other things you need to know.

Claims and Cancellation

Claims

If you or your family need to make a claim, you can contact us through these channels, and our Claims Ambassador will assist you with the requirements:

- Email: help@singlife.com
- Hotline: +632 8299 3737 (Mon to Sun, 9am to 8pm)

Singlife will contact you if we need any additional information and/or documents(s). Please note that the review of the claim will only start once the complete requirements have been submitted.

Cancellation

You can cancel your Cash for Funeral Costs policy at any time. However, there is a difference on what you will receive depending on when you cancelled your policy.

- If you cancel within 15 days from purchase of your policy, you will receive a refund for your initial payment.
- If you cancel after 15 days from purchase of your policy and you do not have any cash value, you will not receive any refund and your cancellation will be effective from your earliest unpaid due date.
- If you cancel after 15 days from the purchase of your policy and you have a cash value, you will receive the Cash Surrender Value, and your policy will be canceled from the date of request.

In all scenarios above, you will lose your benefits and your loved ones will not have the proper support in case you pass away.

Contact Singlife

To contact Singlife, please reach out to their available channels below:

Email: help@singlife.com

Hotline: +632-8299-3737 (Monday-Sunday, 9:00 AM-8:00 PM)

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Source: <https://help.gcash.com/hc/en-us/articles/32223493277081-Singlife-Cash-for-Funeral-Costs>

Singlife Cash for Goals {#singlife-cash-for-goals}

Path: articles/17683969595417-Singlife-Cash-for-Goals

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

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Singlife Cash for Goals is both a life insurance and investment product. It is designed to maximize the earning potential of your money to help you achieve your life goals while providing insurance protection.

Jump to:

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- [Benefits](#)
- [Purchase Singlife Cash for Goals](#)
 - [Payment](#)
- [Claims, Withdrawals, and Cancellations](#)
- [Contact Singlife](#)

Eligibility

You are eligible for this product if you fulfill the requirements below:

- 18-55 years old and in good health
- A Filipino citizen or a legal resident of the Philippines
- [Fully Verified](#) GCash account
- In the Philippines when you purchased the Policy

Benefits

Grow your money faster

There are no entry fees (including commissions) so that 100% of your money is invested. The bigger the investment, the bigger the returns. The bigger the returns, the faster you reach your goals.

Insurance Protection

In case you pass away, your beneficiaries will receive a benefit no lower than 125% of the premiums paid less 125% of withdrawals made.

Gives you full control of your money

Needs are always changing, that's why there is no lock-in period. You are highly encouraged to commit to your goal, but if there is an urgent need to withdraw your money, you can do so with zero charges. There won't be an extra charge for missed payments, too!

Easily stay on track (and be rewarded for it!)

Tracking your financial goals is easier with our prescribed payment plan, through the auto-debit feature. Funds are automatically transferred from your GCash wallet to your investments every month, which can start for as low as PHP 500 for the initial payment and scheduled monthly payments. If you stay on track with your goals and reach the target goal date, you'll receive a bonus!

Note: The Target Goal Date for your Singlife Cash for Goals policy is the date when you should expect to achieve your goal. For this product, it will be 6 years after you have fully paid your monthly payments. For example, if you select to pay for 5 years, your target goal date will be set at the 12th year.

Purchase Singlife Cash for Goals

Payment

The minimum payment you can make for Singlife Cash for Goals is PHP 500, may it be for the initial payment (or Single Premium), any voluntary additional or scheduled monthly payments (or Top-Up Premiums). The initial payment and scheduled monthly payments will depend on the amounts you selected when you purchase the product.

Note: If you are not able to pay your monthly payment on its due date, Singlife will make several attempts to deduct your monthly payments up to 14 days from the due date.

You are highly encouraged to avail of one of the two Top-Up Premiums to help you reach your goal. It can either be as a **Voluntary Additional Premium** for whenever you want to make additional payments to help in reaching your goals faster or by paying regularly through a **Scheduled Monthly Premium** by auto-deduction from your wallet.

||||---|---|| **Scheduled Monthly Payment** | This is the scheduled monthly premium payment you make. Funds will be automatically deducted from your GCash Account on the provided scheduled dates based on your selected payment plan. || **Voluntary Additional Payment** | This is the additional premium payment that you can make at any time through your GCash App. Payments can start after the first 15 days of purchasing your policy. |

Note: You only need to pay for the initial payment to buy Singlife Cash for Goals. However, this payment may not be enough to reach the amount you wish to have for your goal.

Voluntary Additional Payment

This helps you reach your goal faster. It is also possible to avail this kind of payment in case you miss a scheduled monthly payment so that you will still be on track with your payment schedule.

1. On your GCash dashboard, tap **GInsure**
2. Select “**My Insurance**”
3. Select your Policy
4. Under the Services tab, tap “**Invest More**”
5. Slide the vault
6. Input your desired amount*
7. A confirmation page will appear when successful

Note: The minimum payment is PHP 500. Your additional payment will be invested into your fund within 3-5 business days.

In order for you to know if you need to make Voluntary Additional Premiums other than the Scheduled Monthly Premiums, you may track the performance of your fund in relation to the goal you have set in the Policy Page in your GCash App.

Note: You cannot adjust your scheduled monthly payments, but if you wish to invest more or make additional payments on top of your scheduled monthly payment, you can always make a voluntary additional payment.

If you want to stop the scheduled monthly payment, you may do so by contacting a representative via:

Email: help@singlife.com

Hotline: +632-8626-3289

In case you pass away at any time while your policy is active, your beneficiaries will receive the higher payout of either:

- 125% of the premiums paid – 125% of the partial withdrawals made; or
- 105% of the Available portion of your Current Investment Value at the time of notice of your passing

The allocation of your payments will depend on the investor profile you have selected:

| **Investor Name** | **Type of Investor** | | --- | --- | | **Mary** | A first-time investor who wants to start dipping into the investing pool. Mary will invest 90% of your money to Singlife Smart Investment Fund and 10% to Singlife Global Growth Fund | | **Erica** | A regular investor who wants to achieve a balance of risk and return. Mike will invest 50% of your money in Singlife Smart Investment Fund and 50% in Singlife Global Growth Fund | | **Mike** | An experienced investor who knows how the investment market works. Erica will invest 20% of your money in Singlife Smart Investment Fund and 80% in Singlife Global Growth Fund |

Your money will be invested toward any of the following funds:

| | | | --- | --- | | **Singlife Smart Investment Fund** | Fund managed by the fund manager, ATRAM. This Fund aims to generate positive returns by actively managing the allocation of each fund depending on their performance. The allocation of each fund can range from 0% to 100%, as long as the total allocation is 100%. The fund manager also has the option to use alternate funds not in the pool up to a maximum allocation of 10%. | | **Singlife Global Growth Fund** | An actively-managed fund that seeks to generate long-term positive returns by investing in a diversified portfolio of equity securities in markets throughout the world, including major developed and emerging markets. |

Claims, Withdrawals, and Cancellations

Claims

In order to begin the claims process and receive the benefits of your insurance, access Singlife's Claims & Support link then input the necessary information and documentation.

Withdrawals

You can withdraw from your Available Units starting 15 days after you purchased your policy, with no charges. However, currently, only full withdrawals of your current investment value are available. Partial withdrawals will be available soon. Withdrawal of your entire investment will result in the termination of your policy and you will not be able to achieve your life goal anymore.

Withdrawals are currently unavailable in the GCash App. To withdraw your funds immediately, you may contact a representative via:

- **Email:** help@singlife.com
- **Hotline:** +632-8626-3289.

After the request has been sent, it will take 3-5 business days before the amount is credited to either your GCash wallet or your chosen bank account.

Cancellation

You can cancel your policy through your GCash App. You can cancel your policy within 15 days from purchasing your policy. Your refund will depend on when you cancel your policy if you cancel:

Within 24 hours from purchase, a full refund will be awarded.

After 24 hours from purchase and within the free-look period, you will be refunded the fund value using the next business day's unit price plus any charges deducted.

To cancel your policy go to the Policy Page and go to services tab and click cancel.

Contact Singlife

You may reach out to Singlife for further assistance via:

Email: help@singlife.com

Hotline: +632-8299-3737 (Monday-Sunday, 9:00 AM-9:00 PM)

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Singlife Cash for Goals (Education)

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17683969595417

Source: <https://help.gcash.com/hc/en-us/articles/17683969595417-Singlife-Cash-for-Goals>

Singlife Cash for Goals Education {#singlife-cash-for-goals-education}

Path: articles/9885221094809-Singlife-Cash-for-Goals-Education

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Singlife Cash for Goals (Education) is a life insurance and investment product designed to maximize the earning potential of your money to help achieve the financial goals you have for your children in the future.

Jump to:

- [Eligibility](#)
- [Benefits](#)
- [Purchase Singlife Cash for Goals \(Education\)](#)
- [Payment](#)
- [Claims](#)
- [Withdrawal](#)
- [Contact Singlife](#)

Eligibility

You can avail of this product if you are:

- 18-55 years old
- A parent of a child aged 0-16 years old
- A Fully Verified GCash user
- In good health, able to work and do daily activities without any help
- A Filipino citizen or a foreigner who is a legal resident of the Philippines.

Benefits

||| --- | --- || **Grow Your Money Faster** | The usual entry fees (including commissions) so that 100% of your money is invested. The bigger the investment, the bigger the returns. The bigger the returns, the faster you reach your goals. || **Protect Your Goals** | In case you pass away before reaching your goal, Singlife will make sure that the money you set for your child's education will be secured. || **Give Yourself Full Control of Your Money** | The Singlife Cash for Goals (Education) Policy is not locked-in. Singlife encourages you to commit to your goal, but if there is an urgent need to withdraw your money, you can do so with zero charges. There are also no extra charges or penalties for missed payments. || **Easily Stay on Track (and be rewarded for it!)** | Singlife has a prescribed payment plan which is highlighted by an auto-debit feature through GCash for as low as PHP 2,500 for the Single Premium and PHP 500 for the Scheduled monthly top-ups. Completing your payments on time entitles you to bonuses as well. || **Target Goal Date of Singlife Cash for Goals (Education) Policy** | The Target Goal Date for your Singlife Cash for Goals (Education) policy will be set at the policy anniversary when your child is 17 years old, the age when Singlife expects your child to start college. || **Minimum Payment for Cash for Goals (Education)** | The minimum payment you can make for Singlife Cash for Goals (Education) is PHP 2,500 for Single Premium (Premium to complete the purchase of your policy) and PHP 500 for Scheduled Monthly Premiums. The payment amounts will depend on the Target Goal Amount and your selected payment plan for your child's education. || **Additional Premiums** | Additional Premiums (or Top-Up Premiums) are additional payments you make after you purchased your policy and while it is active. This helps you reach your target goal amount faster and is recommended to make it easier for you by spreading your payments across a longer period. |

Singlife PH Dynamic Allocation Fund

Your money will be invested in the **Singlife PH Dynamic Allocation Fund**, which is a pool of funds managed by the fund manager, ATRAM. This fund aims to generate positive returns by actively managing the allocation of each fund depending on its performance. The allocation of each fund can range from 0% to 100%, as long as the total allocation is 100%. The fund manager also has the option to use alternate funds not in the pool up to a maximum allocation of 10%.

Singlife PH Dynamic Allocation Fund is composed of the following funds:

| **Asset Class** | **Fund Vehicle for Exposure to Asset Class** | | --- | --- || Cash and Money Market | ATRAM Peso Money Market Fund || Peso Fixed Income | ATRAM Total Return Peso Bond Fund || Peso Fixed Income - Corporate | ATRAM Corporate Bond Fund ||

Purchase Singlife Cash for Goals (Education)

Note: In case you pass away before reaching your target goal date, we will make sure that the target goal amount that you set for your child's education will be available for your child's education on the target goal date.

Payment

The minimum payment you can make for Singlife Cash for Goals (Education) is PHP 2,500 for Single Premium (Premium to complete the purchase of your policy) and PHP 500 for Scheduled Monthly Premiums. The payment amounts will depend on the Target Goal Amount and your selected payment plan for your child's education.

The amount that you have to pay in order to achieve your goal will depend on the specific Target Goal Amount and how long you will be saving for that amount.

Note: This product is designed to help you cover your child's educational expenses in the future.

You only need to pay for a Single premium to buy Singlife Cash for Goals (Education). However, this payment may not be enough to reach the amount you wish to have for your goal. To reach your goal amount faster, we encourage you to make additional payments or **Top-Up Premiums**.

| **Scheduled Monthly Premium** | **Voluntary Additional Premium** | | --- | --- | | These are the scheduled monthly premium payments you can make. They will be automatically deducted from your GCash account on the provided scheduled dates based on your payment plan. | This is the additional premium payment that you can make at any time through your GCash App. This can be done starting from 15 days after you purchased your policy. |

In order for you to know if you need to make Voluntary Additional Premiums other than the Scheduled Monthly Premiums, you may track the performance of your fund respective to the goal you have set on the Policy Page in your GCash App.

Claims

You can claim benefits from your insurance upon effectiveness of your policy. To claim the benefits, you may contact Singlife and the Case Managers will assist you in filing a claim and contact you if they require additional documents.

Withdrawal

Withdraw your Money

You can withdraw from your Available Units starting from 15 days after you purchased your policy, with no charges. We encourage you to stay on track of your goals by avoiding withdrawals. Not only will it affect your goal, but it would also mean that a portion of your Locked Units will be forfeited.

Withdrawal Limits

The maximum withdrawal is up to the fund value of the Available Units with a **minimum withdrawal amount of PHP 10,000**. There are two types of withdrawals that you can make:

- **Full Withdrawal** - withdrawing the total amount of your Available Units. This will result in your policy being terminated
- **Partial Withdrawal** - withdrawing a portion of your Available Units. You need to ensure that there is at least **PHP 1,000 left** after the withdrawal

Contact Singlife

To contact Singlife, please check out their available channels below:

Email: help@singlife.com

Hotline: +632-8299-3737 (Monday-Sunday, 9:00 AM-8:00 PM)

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- [Singlife Cash for Goals](#)
- [Singlife Cash for Goals \(Education\)](#)
- [Singlife Ready, Set, Grow](#)

9885221094809

Source: <https://help.gcash.com/hc/en-us/articles/9885221094809-Singlife-Cash-for-Goals-Education>

Singlife Cash for Income Loss due to Accidents {#singlife-cash-for-income-loss-due-to-accidents}

Path: articles/900005482606-Singlife-Cash-for-Income-Loss-due-to-Accidents

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [Cebuana Lhuillier Personal Accident Basic Insurance Program](#)
- [FPG Insurance Personal Accident Protection](#)
- [GInsure Bill Protect](#)
- [Pru Life UK PRUPersonal Accident](#)
- [Pru Life UK PRUPersonal Accident – Junior Protect](#)
- [Singlife Cash for Income Loss due to Accidents](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

Cash for Income Loss on Accidents allows policy owners to get insured for up to PHP 3,800,000 to replace income in case of disability or death due to a covered accident for as low as PHP 209/year.

Premium depends on coverage level, take-home income, mode of transportation, occupation type, health status, and medical history.

Jump to:

- [Coverage](#)
- [Eligibility](#)
- [Benefits](#)
- [Purchase Cash for Income Loss \(Accidents\)](#)
- [Claims and Cancellation](#)
- [Contact Singlife](#)

Coverage

Sample Premium Computation:

- Take-home income: Php 20,000/month
- Mode of transportation: Drives own car
- Occupation Type: Office worker

Accidents covered by this product

1. 100% coverage for:

- Travelling accidents on land, air, or sea

- Accidental drowning
- Unprovoked assault
- Fire-related accident
- Accidental suffocation from inhalation of fumes

2. **50% coverage** for:

- Accident while doing an occupation-related task
- Accident while doing high-risk sport or activity
- Accident during acts of terrorism or attacks/warfare

Accidents NOT covered by this product

- Disability or Death that is not caused by any of the covered accidents under the Standard Accident Coverage and Expanded Accident Coverage
- Disability or Death that is caused by any illegal or unlawful act, or any attempt to perform any illegal or unlawful act (including any act of terrorism) committed by the insured
- Disability or Death that is caused by suicide or any attempted suicide, while sane or insane
- Disability or Death that is caused by any intentionally self-inflicted injury
- Disability or Death that happens while the insured is on duty and serving in the armed forces of any country or international authority, whether in a time of war or peace

Eligibility

You can buy this if you are:

- 18-64 years old
- A Fully Verified GCash user
- A Filipino citizen or a foreigner who is a legal resident of the Philippines

Benefits

1. **Monthly Cash Benefit**- Get cash to replace up to 100% of your declared monthly take-home income paid out over 36 months giving your family enough time to recover. The duration is set automatically to 36 months during the purchase
2. **Cash Bonus** - Get a cash bonus equivalent to 2 months of your declared take-home income

Purchase Cash for Income Loss (Accidents)

Note: You can buy only one (1) policy of each Cash for Income Loss (Accidents). If you need more comprehensive coverage, you may upgrade to the highest coverage level.

Upon completion of the application process, you will see a confirmation page saying your Cash for Income Loss (Accidents) insurance plan has successfully been issued. An e-Policy will also be sent to your registered email address within 24 hours and will also be

available on the Policy Page in GIInsure inside the GCash app.

Disclaimer: By purchasing the product, you are giving your consent for us to automatically deduct your monthly investment from your GCash account. Please ensure that you have read and understood the terms and conditions related to the product before completing your purchase, which includes the schedule of deduction of your monthly investment and other things you need to know.

Payment

Upon initial purchase: The amount for payment will be automatically deducted from your GCash wallet upon purchase. Please make sure you have enough balance in your GCash wallet to make a successful transaction.

Upon renewal: The amount for payment will be automatically deducted from your GCash wallet on the premium due date upon renewal. Please make sure you have enough balance in your GCash wallet to keep your policy active.

Beneficiaries

You can set a standard order or choose to name beneficiary/ies during purchase.

The standard order is as follows:

1. Surviving Legal Spouse;
2. Surviving legitimate, illegitimate, legitimated, legally adopted; or
3. Surviving parents; or
4. Surviving siblings
5. Estate

Claims and Cancellation

Claims

You can file for a claim when deemed necessary, as long as it is already after the waiting period.

The waiting period is the **15-day duration from the Effective Date of the Policy** before you can make any valid claim to your policy. The waiting period also applies when you make a change in your benefit coverage. In this instance, the waiting period will start from the effective date of change. To file a claim, [contact Singlife](#).

Benefits for approved claims will be released within **3-5 banking days**. Payment will be credited directly to your GCash wallet or nominated bank account.

Cancellation

You can cancel your policy.

If you cancel your policy **within 15 days** after you receive it, we will return all premiums paid. Your policy is considered received after we have sent the e-Policy to your registered email.

If you cancel your policy **after 15 days** from the time you received your policy, your refund will be subject to the following:

- Monthly Premium Schedule: The cancellation will be effective on the next monthsary and no premium refund will be made.
- Annual Premium Schedule: The cancellation will be effective on the next monthsary for the first 6 months and on the next premium due after the 6th month. The premium refund will be subject to the below table:

	No. of months	Percentage (%) of Annual Premium			---		---		2 months or below						
40%		3 months	35%		4 months	30%		5 months	25%		6 months	20%		Over 6 months	0%

Contact Singlife

For further assistance, you may reach out to Singlife through their channels:

Email: help@singlife.com

Hotline: +632-8299-3737 (Monday-Sunday, 9:00 AM-8:00 PM)

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Pru Life UK PRUPersonal Accident – Junior Protect

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- [Cebuana Lhuillier Personal Accident Basic Insurance Program](#)
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- [Singlife Cash for Income Loss due to Accidents](#)

900005482606

Source: <https://help.gcash.com/hc/en-us/articles/900005482606-Singlife-Cash-for-Income-Loss-due-to-Accidents>

Singlife Cash for Income Loss due to Any Cause {#singlife-cash-for-income-loss-due-to-any-cause}

Path: articles/900006779383-Singlife-Cash-for-Income-Loss-due-to-Any-Cause

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [Singlife Cash for Income Loss due to Any Cause](#)
- [Singlife Cash for Funeral Costs](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

Cash for Income Loss (Any Cause) allows you to get insured for up to PHP 5,700,000 to replace income in case of disability or death for as low as PHP 416/year.

Jump to:

- [Coverage](#)
- [Eligibility](#)
- [Benefits](#)
- [Purchase Singlife Cash for Income Loss \(Any Cause\)](#)
- [Payment](#)
- [Claims and Cancellation](#)
- [Contact](#)

Coverage

Note: The monthly premium payment plan will be available soon.

Eligibility

You can buy this if you are:

- 18-54 years old
- A [Fully Verified](#) GCash user
- In good health and able to work and do not have any pre-existing conditions
- A Filipino citizen or a foreigner who is a legal resident of the Philippines

Benefits

The insurance provides monthly cash benefits if you get disabled or pass away. The cash benefits are paid to you if you get disabled; or to your beneficiary, if you pass away. You or your family will receive the benefits in monthly installments over 36 months rather

than in a lump sum. This is to assure you and your family that there will be a steady flow of income for daily needs and stay on track with long-term goals.

Beneficiaries

By default, policy benefits will be paid in this standard order:

1. We will first pay the policy benefits to you
2. Or if you pass away, to your surviving family members
 - To your surviving legal spouse
 - Or if non, to your surviving legal child/ren
 - Or if non, to your surviving parents
 - Or if non, to your surviving siblings
3. Or if there is none, to your estate - meaning, your policy benefit will be included in your estate (properties that you will leave behind when you pass away)

You may also choose to name a specific person as your beneficiary. We encourage you to take time considering who to name as a beneficiary to ensure you nominate one who will genuinely suffer or face negative financial impact in case of your untimely passing - these are usually your immediate family and relatives.

By law, you may name a person who you know provided the law does not forbid him/her from receiving any donation, as indicated in Article 739 of the Civil Code of the Philippines. The following donations shall be void:

- Those made between persons who were guilty of adultery or concubinage at the time of the donation;
- Those made between persons found guilty of the same criminal offense, in consideration thereof;
- Those made to a public officer or his wife, descendants and ascendants, by reason of his office.

Disability Benefit

The benefit will be payable based on the following requirements:

1. The accident or illness that caused the disability is not caused by exclusions and expanded accident coverage, we will pay 100% of the benefit
2. The accident that caused the disability is caused by an expanded accident coverage, we will pay 50% of the benefit amount
3. The disability is total and permanent.
4. The Insured has to have an occupation within 6 months before the accident that cause the disability. Also, he/she has to be in that occupation for at least 6 months.
5. The disability should fall into any of the following classifications:
 - Functional Disability - A state or condition that prevents a person from performing at least 3 of the 6 Activities of Daily Living (ADL), which are (i) washing, (ii) dressing, (iii) transferring, (iv) mobility, (v) toileting, and (vi) feeding.
 - Presumptive Disability - A state or condition where you suffer the total and irrevocable loss of (i) the entire sight in both eyes, or (ii) the use of any two limbs at or above the wrist or ankle, or (iii) the entire sight in one eye and the use of any one limb at or above the wrist or ankle."
 - Occupational Disability - A state or condition where you are unable to perform:

- Your current occupation; or
- Any occupation where you can earn more than half of your income prior to being disabled.

Expanded Accident Coverage

These are accidents that happen:

1. While you are at work as a Licensed Pilot, Helmsman, or Paid Driver;
2. While you are in a commercial land vehicle, aircraft, or water-borne craft but not as a fare-paying passenger during any of the following incidents:
 - Body Boarding
 - Kite Surfing
 - Jet Skiing
 - Canoeing
 - Wind Surfing
 - Hang Gliding
 - Paragliding
 - Ballooning
 - Gliding
 - Canopy Piloting
 - Parachuting
 - Skydiving
 - Legal Road Racing
 - Legal Water Racing
3. During any act of terrorism
4. During any nuclear, biological, and chemical attack/warfare

Note: For (4) and (5), the amount of benefit may be adjusted or payment may be delayed.

Death Benefit

In case of death, we will pay the beneficiary/ies 100% of the Total Benefit Amount.

A. The benefit for disability **will not be paid** under your Policy if:

- It is caused by a pre-existing condition.
 - Pre-Existing Condition is any condition for which you may have already had signs or symptoms, and received medical advice, diagnosis, medication, or treatment prior to the effective date or date of last reinstatement, whichever is later.
 - Any condition where a physician has certified that you have fully recovered for at least twenty-four (24) months prior to the effective date or date of last reinstatement (whichever is later) will not be considered as a Pre-existing Condition.
- It is caused by:
 - Any attempted suicide, while sane or insane; or
 - Any intentionally self-inflicted injury; or
 - Any illegal or unlawful act, or any attempt to perform any illegal or unlawful act (including any act of terrorism) committed by you.
- It happens while you are on duty and serving in the armed forces of any country or international authority, whether in the time of war or peace.

B. The benefit for death under your Policy **will not be paid** if it is caused by suicide within one (1) year from the following, whichever is later:

- The effective date; or
- Date of the last reinstatement date; or
- Date of change in coverage

However, if suicide is proven to have been committed while insane, it will be payable regardless of when it happens. If the suicide is not payable, we will refund the premiums paid in full for the policy year.

Purchase Singlife Cash for Income Loss due to Any Cause

You can buy as many policies as you want, as long as the Total Benefit Amount of all life policies does not exceed PHP 6 million.

However, you **cannot** buy a policy for someone else directly. However, you can cover them as dependents when you buy a policy for yourself.

You are covered even when the disability or death occurs outside of the Philippines. The cash benefit payable will be in Philippine Peso.

Disclaimer: By purchasing the product, you are giving your consent for us to automatically deduct your monthly investment from your GCash account. Please ensure that you have read and understood the terms and conditions related to the product before completing your purchase, which includes the schedule of deduction of your monthly investment and other things you need to know.

Payment

We will automatically deduct the amount for payment from your GCash wallet on the premium due date. Please make sure you have enough balance in your GCash wallet to keep your policy active.

The monthly premium payment schedule is available for coverage with a yearly premium of at least PHP 1,000.

Note: Any yearly premium below PHP 1,000 will automatically be available in the yearly premium payment schedule only.

If we are unable to deduct your premium on its due date due to insufficient funds in your GCash wallet, your policy may terminate. We encourage you to keep track of your premium due dates so that during the scheduled deduction dates, your GCash wallet has sufficient funds. However, if we failed to deduct your premium on its due date because of insufficient funds, you have a grace period of 31 days from the premium due date to make sure your GCash wallet has enough funds.

Claims and Cancellation

Claims

To file a claim, [contact Singlife](#). Please note that the review of the claim will only start once you have submitted all the required claim documents. A Singlife representative will contact you if they require any additional information and/or documents.

Validation of a claim for disability or death may take time. To help during this time, we can start paying the monthly cash benefit, to you or your Beneficiaries, **within 3 business days** that you or your Beneficiaries submit the required claim documents and you agree to the conditions for the execution of the advance cash option.

The payout of the advance cash option does not mean that the claim is approved, nor does it mean that we will not ask for additional supporting documents. We may still ask for supporting documents to allow us to decide on the claim.

Cancellation

You may cancel your policy **within 15 days after you receive it** (via email or through the Policy Page in your GCash app) and all premiums paid will be returned. Your policy is considered received after we have sent the e-Policy to your registered email.

Contact Singlife

For further assistance, you may reach out to Singlife through their channels:

Email: help@singlife.com

Hotline: +632-8299-3737 (Monday-Sunday, 9:00 AM-8:00 PM)

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Singlife Cash for Funeral Costs

- [Singlife Cash for Income Loss due to Any Cause](#)
- [Singlife Cash for Funeral Costs](#)

900006779383

Source: <https://help.gcash.com/hc/en-us/articles/900006779383-Singlife-Cash-for-Income-Loss-due-to-Any-Cause>

Singlife Cash for Medical Costs {#singlife-cash-for-medical-costs}

Path: articles/6694784138009-Singlife-Cash-for-Medical-Costs

ADVISORY:

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Articles in this section

- [Buy Load Insurance](#)
- [Oona Big 3 Critical Illness Insurance](#)
- [Oona Infinity Travel Insurance](#)
- [FWD The One Life Insurance Cover](#)
- [FWD BIG 3 Critical Illness Insurance](#)
- [Singlife 3-in-1 Protection Plan](#)
- [Singlife 100 in 1 Medical](#)
- [Singlife Cash for Medical Costs](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Singlife Cash for Medical Costs provides coverage against medical costs of hospitalization and critical costs for you and even your family members.

Jump to:

- [Eligibility](#)
- [Coverage](#)
- [Purchase Singlife Cash for Medical Costs](#)
 - [Singlife Cash for Medical Costs for myself](#)
 - [Singlife Cash for Medical Costs for me and my family](#)
- [Claims and Cancellation](#)
- [Contact Singlife](#)

Eligibility

You can avail of this product if you are:

- 18-54 years old
- A [Fully Verified](#) GCash user
- In good health and are not suffering from any existing or pre-existing conditions
- A Filipino citizen or a foreigner who is a legal resident of the Philippines

Note: You cannot buy a policy for someone else directly. However, you can cover them as dependents when you buy a policy for yourself.

Coverage

You can get Singlife Cash For Medical Costs for you or your family members depending on your chosen product.

- Hospital Cash Benefit: For every day you are confined in the hospital, even if it's in the ICU. COVID-19 and pregnancy are also covered.
- Diagnosis Benefit: For any of the 125 critical conditions we cover, including cancer, heart disease, and stroke.
- Surgery Benefit: To reimburse surgery costs due to a late-stage critical condition.

Comprehensive coverages are available in 3 levels: Bronze, Silver, and Gold. Depending on your needs, you can choose your coverage based on the benefit details below:

Coverage Level	Bronze	Silver	Gold	---	---	---	Total Benefit Amount
PHP 375,00	PHP 975,000	PHP 1,575,000	---	Daily Hospital Cash	PHP 500 per day	---	
PHP 1,000 per day	PHP 1,500 per day	---	Any Critical Condition	PHP 25,000	PHP 75,000	---	
PHP 125,000	---	Late Stage Critical Condition	PHP 100,000	PHP 300,000	---	PHP 500,000	---
Medical Reimbursement	PHP 100,000	PHP 300,000	PHP 500,000	---	---	---	

The Total Benefit Amount is computed as such:

- Total Benefit Amount = (Daily Hospital Cash * 3 * 100) + Any Critical Condition + Late Stage Critical Condition + Medical Reimbursement

Purchase Singlife Cash for Medical Costs

You may buy multiple policies from Singlife, as long as the benefit amount of all policies you are covered in (either as a Primary insured or Insured Dependent) does not exceed the following maximum benefit amount limits:

- Daily Hospital Cash Benefit – PHP 5,000 per day
- Any Critical Condition Diagnosis Benefit – PHP 500,000
- Late-Stage Critical Condition Diagnosis Benefit – PHP 3,000,000
- Medical Reimbursement Benefit for late-stage critical condition diagnosis benefit – PHP 3,000,000

Note: Please make sure that you are Fully Verified before purchasing this policy.

Singlife Cash for Medical Costs for myself

Step 1: On the GCash App, tap **GInsure**

Step 2: Tap **Health**, and then select **Cash for Medical Costs** by Singlife

Step 3: Review the product details, then tap **Get A Quote Now**

Step 4: Select **Myself**, then tap **Next**

Step 5: Answer the eligibility questions, then tap **Next**

Step 6: Review your information, then tap **Get My Quote**

Step 7: Choose a coverage plan then tap **Continue with [your chosen coverage plan]**

Step 8: Choose a yearly or monthly payment schedule, then tap **Next**

Step 9: Review and confirm the details, then tap **Next**

Step 10: Once you have read and understood the Terms & Conditions, Exclusions & Limitations, and Acknowledgements & Declarations, tap the box stating that you agree with the declarations and documents and tap **Confirm**

Step 11: Confirm payment by tapping **Agree**

Step 12: Pay the required premium. You will be redirected to a confirmation page

Disclaimer: By purchasing the product, you are giving your consent for us to automatically deduct your monthly investment from your GCash account. Please ensure that you have read and understood the terms and conditions related to the product before completing your purchase, which includes the schedule of deduction of your monthly investment and other things you need to know.

Singlife Cash for Medical Costs for me and my family

Step 1: On the GCash App, tap **GInsure**

Step 2: Tap **Health** and select **Cash for Medical Costs** product by Singlife

Step 3: Review the product details, then tap **Get A Quote Now**

Step 4: Select **Me & my family**

Step 5: Answer the eligibility questions, then tap **Next**

Step 6: Answer the questions about your health and lifestyle, then tap **Next**

Step 7: Review your information, then tap **Continue**

Step 8: Add your dependents

- If you want to add your **Spouse or Life Partner** proceed to **Step 9**
- If you want to add your **child** proceed to **Step 15**

Step 9: Answer the eligibility questions, then tap **Next**

Step 10: Answer the questions about your spouse's health and lifestyle, then tap **Next**

Step 11: Add your dependent's details, then tap **Next**

Step 12: Review your spouse or life partner's information, then tap **Next**

Step 13: Once you have read and understood the documents, **tap the box** stating you agree to the declarations

Step 14: Tap **Confirm and Add Dependent**. If you do not have any dependents, proceed to **Step 21**

Step 15: Add your child's details, then tap **Next**

Step 16: Review your child's information, tap **I have read and agree with the declarations above**

Step 17: Tap **Confirm and Add Dependent**

Step 18: Once you've added your dependents, tap **Get Quote**

Step 19: Choose a coverage plan then tap **Continue with [your chosen coverage plan]**

Step 20: Choose a yearly or monthly payment schedule, then tap **Next**

Step 21: Review and confirm the details, then tap **Next**

Step 22: Once you have read and understood the Terms & Conditions, Exclusions & Limitations, and Acknowledgements & Declarations, tap the box stating that you agree with the declarations and documents and tap **Confirm**

Step 23: Tap **Confirm**

Step 24: Pay the required premium. Tap **Agree** to confirm your payment

Disclaimer: By purchasing the product, you are giving your consent for us to automatically deduct your monthly investment from your GCash account. Please ensure that you have read and understood the terms and conditions related to the product before completing your purchase, which includes the schedule of deduction of your monthly investment and other things you need to know.

Claims and Cancellation

Claims

Step 1: On the GCash App, tap **GInsure**

Step 2: Tap **Manage My Insurance** and you will be redirected to your Singlife policy page

Step 3: Tap the **Services Tab**

Step 4: Tap **File a Claim**

Step 5: Provide the necessary information and upload digital copies of the required documents

Step 6: Once completed, tap **Make a Claim**

Accredited Hospitals

You can avail of the benefit as long as the hospital or clinic where the confinement or treatment was done is a DOH Licensed Government and private hospital. For COVID-19 patients, however, the confinement has to be done in a DOH-licensed COVID-19 hospital for the benefits to be accepted.

Visit the official list of [Singlife Accredited hospitals](#).

Cancellation

You can cancel your policy. If you cancel your policy within 15 days after you receive it, we will return all premiums paid. Your policy is considered received after we have sent the e-Policy to your registered email.

If you cancel your policy after 15 days from the time you received your policy, your refund will be subject to the following:

- **Monthly Premium Schedule:** The cancellation will be effective on the next monthsary and no premium refund will be made.
- **Annual Premium Schedule:** The cancellation will be effective on the next monthsary for the first 6 months and on the next premium due after the 6th month.

The premium refund will be subject to the table below:

No. of months	Percentage (%) of Annual Premium	---	---	2 months or below
40%	3 months	35%	4 months	30%
5 months	25%	6 months	20%	Over 6 months
0%				

Contact Singlife

To contact Singlife, please reach out to their available channels below:

Email: help@singlife.com

Hotline: +632-8299-3737 (Monday-Sunday, 9:00 AM-8:00 PM)

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Source: <https://help.gcash.com/hc/en-us/articles/6694784138009-Singlife-Cash-for-Medical-Costs>

Singlife Ready Set Grow {#singlife-ready-set-grow}

Path: articles/18340243460249-Singlife-Ready-Set-Grow

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [Singlife Cash for Goals](#)
- [Singlife Cash for Goals \(Education\)](#)
- [Singlife Ready, Set, Grow](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Ready, Set, Grow is a life insurance and investment product rolled into one. It is designed for you to easily accomplish the investment challenge and provides insurance protection too. In case of death, your beneficiaries will receive a benefit no lower than 125% of the premiums paid less 125% of withdrawals made.

Jump to:

- [Investment Challenge](#)
- [Benefits of Singlife Ready, Set, Grow](#)
- [Eligibility](#)
- [Purchase Singlife Ready, Set, Grow](#)
- [Voluntary Payment for Singlife Ready, Set, Grow](#)
- [Claims](#)

Investment Challenge

The Investment Challenge is Singlife PH's invitation to aid you in growing your money.

The challenge is to invest an amount that's doable and comfortable for you monthly for two years. You can start the Investment Challenge by purchasing Singlife Ready, Set, Grow.

You have 3 options on what challenge you want to take. You can pay any of the following amounts monthly for 2 years depending on your budget and needs:

1. PHP 500 per month
2. PHP 1,500 per month
3. PHP 2,000 per month

Benefits of Singlife Ready, Set, Grow

- **Investing made simple** – Select a plan and choose your investor profile. Singlife will manage your investment
- **Easy packages** – Ready-made investment packages for you to choose from based on your budget and needs
- **Grow Your Money** – Pay for just 2 years. Payments will be auto-deducted monthly from your GCash account to help you stay on track
- **Accessible anytime** – You can buy, manage, track and withdraw your investments anytime through your GCash app

Eligibility

You can avail of this product if you are:

- In good health and at least 18-55 years old
- A Filipino citizen residing in the Philippines at the time of application
- A Fully Verified GCash user

Purchase Singlife Ready, Set, Grow

Note: By purchasing the product, you are giving your consent to automatically deduct your monthly investment from your GCash account. Please ensure that you have read and understood the terms and conditions related to the product before completing your purchase, which includes the schedule of deduction of your monthly investment and other things you need to know.

Follow the steps below to learn how to purchase Ready, Set, Grow by Singlife:

Voluntary Payment for Singlife Ready, Set, Grow

Voluntary Additional Payment is the additional premium payment that you make at any time through your GCash App to help you reach your goal faster. This can be done **starting 15 days after you purchased** your policy.

Follow the steps below to learn how to make voluntary additional payments for Ready, Set, Grow by Singlife

Step 1: Open your GCash app and tap **GInsure**

Step 2: Tap **Goals** then select **Ready, Set, Grow**

Step 3: Tap **Invest More**

Step 4: Slide to Open Vault

Step 5: Input the amount of the additional payment that you want to make

Step 6: You will be redirected to the GCash Payment Screen

Step 7: Pay for the additional payment via your GCash Account

Step 8: You will be redirected to the confirm page and you will also receive an email confirming your additional payment

Note: Your additional payment will be invested into your fund within **3-5 business days**.

Claim Benefits

For your beneficiaries to claim the benefits of your insurance, they can visit the [Singlife website](#) and click ‘Claims & Support’ tab then select ‘File a claim’. Just provide information about you, themselves and upload necessary documents for the claim.

If your beneficiaries needs any assistance, they can contact Singlife through the following channels:

Email: help@singlife.com

Hotline: +632 8299 3737 (Monday-Sunday, 9:00 AM-9:00 PM)

If Singlife will need additional information or documents from after the initial filing of claim, they will contact your beneficiaries to speed up the assessment of the claim.

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Singlife Cash for Goals (Education)

[Next](#)

- [Singlife Cash for Goals](#)
- [Singlife Cash for Goals \(Education\)](#)
- [Singlife Ready, Set, Grow](#)

18340243460249

Source: <https://help.gcash.com/hc/en-us/articles/18340243460249-Singlife-Ready-Set-Grow>

Someone is trying to register a new phone on my account What do I do {#someone-is-trying-to-register-a-new-phone-on-my-account-what-do-i-do}

Path: articles/36349842359193-Someone-is-trying-to-register-a-new-phone-on-my-account-What-do-I-do

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
- [Bakit na-hold ang GCash account ko?](#)
- [I forgot my GCash MPIN](#)
- [I want to change my GCash MPIN](#)
- [Paano mag troubleshoot ng GCash App issues](#)
- [How to troubleshoot GCash app issues](#)
- [I think I was scammed. What do I do?](#)
- [I noticed unauthorized transactions in my GCash account. What do I do?](#)
- [The GCash app keeps crashing or shows a white screen when I login](#)
- [I want to transact offline with GCash. What do I do?](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If someone is trying to register a different phone, watch the video below to learn more:

May nagtatangkang mag-login sa GCash Account mo? Narito ang tips para #GSafeTayo!
- YouTube

GCash

285K subscribers

[May nagtatangkang mag-login sa GCash Account mo? Narito ang tips para #GSafeTayo!](#)

GCash

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Watch on

0:00

0:00 / 0:37 •Live

•

[Watch on YouTube](#)

If you received an SMS with an OTP

Disregard the OTP that was sent, and never share it with anyone. [Change your MPIN](#) to secure your GCash account.

If you received an SMS on phone registration verification

If you received an SMS with the message " **For your safety, we will verify your phone registration request to make sure it's you**" or " **Congratulations, Account Secure ka na!**", chat with Gigi and type **report unknown phone**. Prepare the following documents:

- One (1) valid government ID
- A **selfie** holding your valid ID

What happens after I report the unknown phone?

One of our customer service representatives will review your report. Please expect a reply within **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Account Secure](#)
- [I want to use GCash on another phone or device](#)
- [I uninstalled/reinstalled GCash or reset my registered phone](#)
- [I lost the SIM or phone where my GCash account is registered](#)
- [My phone got damaged or broken and I can't access GCash. What do I do?](#)

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The selfie scan in GCash is not working. What do I do?

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Ano ang GCash DoubleSafe?

- Parang na-scam ako sa GCash. Ano ang dapat gawin?
- Bakit na-hold ang GCash account ko?
- I forgot my GCash MPIN
- I want to change my GCash MPIN
- Paano mag troubleshoot ng GCash App issues
- How to troubleshoot GCash app issues
- I think I was scammed. What do I do?
- I noticed unauthorized transactions in my GCash account. What do I do?
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- How to set up GCash Biometrics Login
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- My front camera is broken. How can I use GCash?
- The selfie scan in GCash is not working. What do I do?
- Someone is trying to register a new phone on my account. What do I do?
- Ano ang GCash DoubleSafe?
- What is GCash DoubleSafe?
- Device Security

36349842359193

Source: <https://help.gcash.com/hc/en-us/articles/36349842359193-Someone-is-trying-to-register-a-new-phone-on-my-account-What-do-I-do>

Someone sent me money from their GCash to my GCash account but I didn't receive it What should I do {#someone-sent-me-money-from-their-gcash-to-my-gcash-account-but-i-didn-t-receive-it-what-should-i-do}

Path: articles/38099189293081-Someone-sent-me-money-from-their-GCash-to-my-GCash-account-but-I-didn-t-receive-it-What-should-I-do

ADVISORY:

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Articles in this section

- What is the GCash Express Send Transaction Limit?
- Express Send Transaction Limit FAQS
- I've exceeded my Express Send transaction limit in GCash. What do I do?
- Someone sent me money from their GCash to my GCash account, but I didn't receive it. What should I do?

- [I sent money to the wrong GCash account or number via Express Send. What should I do?](#)
- [I sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do?](#)
- [I can't send money to another GCash account. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If someone sent you money from their GCash to your GCash wallet, but it's not listed in your "Transactions," **contact the sender to verify** the following details:

1. **Check if they sent it to the correct mobile number:** The sender may have sent it to a different number. If they mistakenly sent money to the wrong number, learn more [here](#).
2. **Check if their transaction was successful** - The sender should see the Send Money transaction on their "Transactions" page
 - The sender's wallet should have been deducted if it was successfully sent. If there was no deduction, it means the transaction didn't push through

If the sender confirmed both of these scenarios, please [click here to ask for help](#). One of our customer service representatives will verify your transaction and contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Someone transferred to my bank using their GCash, but I didn't receive it](#)
- [I didn't receive my cash in/remittance in my GCash wallet. What do I do?](#)
- [My GSave withdrawal or deposit has not been reflected](#)
- [How do I send money to another GCash account?](#)

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I've exceeded my Express Send transaction limit in GCash. What do I do?

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I sent money to the wrong GCash account or number via Express Send. What should I do?

- [What is the GCash Express Send Transaction Limit?](#)
- [Express Send Transaction Limit FAQS](#)
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- [I sent money to the wrong GCash account or number via Express Send. What should I do?](#)

- [I sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do?](#)
- [I can't send money to another GCash account. What do I do?](#)

38099189293081

Source: <https://help.gcash.com/hc/en-us/articles/38099189293081-Someone-sent-me-money-from-their-GCash-to-my-GCash-account-but-I-didn-t-receive-it-What-should-I-do>

Someone transferred to my bank using their GCash but I didn't receive it {#someone-transferred-to-my-bank-using-their-gcash-but-i-didn-t-receive-it}

Path: articles/35184706112409-Someone-transferred-to-my-bank-using-their-GCash-but-I-didn-t-receive-it

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Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [Someone transferred to my bank using their GCash, but I didn't receive it](#)
- [I transferred money from my GCash account to a bank or another e-wallet, but it was not received. What do I do?](#)
- [I accidentally transferred from my GCash to the wrong bank account. What do I do?](#)
- [I can't transfer money to another bank using GCash. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Sometimes, delays can happen when receiving a bank transfer from a GCash Wallet, usually due to **system timeouts or scheduled/unscheduled maintenance**. GCash works closely with partner banks to quickly resolve these issues and make sure the money reaches you soon.

Important Notice for Customers Who Transferred Money to BDO:

We're aware of an ongoing issue where some transfers from GCash to BDO were not received. Our team is actively working with BDO to resolve this. We ensure your funds are safe and will be refunded as soon as possible.

If there's an issue with the transfer, you'll get an SMS update about what's next. The money will either be:

- Returned to the sender's GCash Wallet within **1-2 business days**,
- Credited to your Bank Account within **3-5 business days**

*Note that weekends and holidays are not included in these timelines.

If you don't see the money in your bank account or the sender's GCash Wallet after 5 business days, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Someone sent me money from their GCash to my GCash account, but I didn't receive it. What should I do?](#)
- [I didn't receive my cash in/remittance in my GCash wallet](#)
- [My GSav withdrawal or deposit has not been reflected](#)
- [I cannot transfer money to another bank using GCash. What do I do?](#)

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I transferred money from my GCash account to a bank or another e-wallet, but it was not received. What do I do?

- [Someone transferred to my bank using their GCash, but I didn't receive it](#)
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- [I accidentally transferred from my GCash to the wrong bank account. What do I do?](#)
- [I can't transfer money to another bank using GCash. What do I do?](#)

35184706112409

Source: <https://help.gcash.com/hc/en-us/articles/35184706112409-Someone-transferred-to-my-bank-using-their-GCash-but-I-didn-t-receive-it>

Standard Insurance Car Protect {#standard-insurance-car-protect}

Path: articles/14465379575193-Standard-Insurance-Car-Protect

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [BPI MS Compulsory Third Party Liability Insurance](#)
- [FPG Insurance Compulsory Third Party Liability \(CTPL\)](#)
- [Standard Insurance Car Protect](#)
- [Standard Insurance Compulsory Third Party Liability \(CTPL\)](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Standard Insurance Car Protect is a comprehensive motorcar insurance that protects your vehicle from losses arising from accidents, theft, and acts of nature (optional). Car Protect was designed exclusively for four-wheeled private-use vehicles including sedans, SUVs, AUVs, vans, station wagons, and pickups.

Jump to:

- [Eligibility](#)
- [Benefits](#)
- [Purchase Car Protect by Standard Insurance - View policy contract](#)
 - [Changes in policy](#)
 - [Insurance transfer](#)
- [Claims](#)
- [Renewal, Refund and Cancellation](#)

Eligibility

You can avail of this product if you are:

- A [Fully Verified](#) GCash user
- The owner of a car that can be insured

Requirements for the car:

- Private Cars: Sedan, AUV, MPV, Wagon, Van, Pick-up
- Age of car up to 15 years old
- Usage must be private

Note: You may also purchase Car Protect by Standard Insurance on behalf of someone else.

Benefits

Car Protect by Standard Insurance has comprehensive coverage that responds in cases where the insured's vehicle is damaged, the insured or its passengers are injured, the insured's vehicle caused damage to the property of others, and if the insured's vehicle injured other people.

| **Compulsory Third Party Liability (CTPL)** | | --- | | Covers Bodily injury and/or death caused to a Third Party (person/s) by the Assured; required by law upon vehicle registration. Standard Insurance will settle a valid claim of up to PHP 100,000, subject to the policy limits. This is purchased separately. |

| **Comprehensive Insurance** | | --- | | **Own Damage and Theft (OD/Th)** | Covers accidental collision, overturning, falling, fire, and malicious acts of a Third Party on the assured's vehicle; Standard Insurance will settle a valid claim of up to the Sum Insured. | |

Voluntary Third Party Bodily Injury (VTPBI) | Responds in excess of the Assured's CTPL insurance in respect of bodily injury and/or death caused to a Third Party (person/s) by the Assured. Standard Insurance will settle a valid claim of up to the sum insured, over and above the PhP100,000 covered by the Assured's CTPL insurance. | |

Voluntary Third Party Property Damage (VTPPD) | Covers damage to property owned by one or more third parties, arising from an accident caused by the Assured's vehicle. Standard Insurance will settle a valid claim of up to the sum insured. | | **Personal Accident (PA) Rider (Auto PA)** | Covers Medical treatment, dismemberment, permanent disability and/or death arising from bodily injuries caused by an external accident while the Assured or an authorized driver or any of the vehicle's passengers are riding in, boarding or alighting from the insured vehicle. Standard Insurance will settle a valid claim of up to PhP100,000 per person, up to its maximum legal seating capacity. | | **Acts of Nature (AON)** | Covers direct loss of, or damage to, the insured vehicle, its accessories and spare parts caused by an earthquake, typhoon, flood, volcanic eruption, lightning, fire and/or other convulsions of nature; Standard Insurance will settle a valid claim of up to the Sum Insured. | | **Roadside Assistance** | Provides free towing service, battery boosting, locksmith, personal assistance up to the limit specified. |

Purchase Car Protect by Standard Insurance

The amount for the annual premium payment will be automatically deducted from your GCash wallet upon purchase. Please make sure you have enough balance in your GCash wallet to make a successful transaction

You can avail as many car insurance policies as you can depending on the number of cars that you own.

You will receive a confirmation SMS and an email of your Car Protect Policy.

View Policy Contract

Your Policy Contract and other Policy documents are sent to your registered email address within an hour of your successful purchase. If you were not able to receive your policy within 24 hours or if you would like to request an original copy of your policy, please [contact Standard Insurance](#).

Changes in policy

If you have any changes in your policy, please [contact Standard Insurance](#).

Note: Any change or modification in your insured vehicle (i.e. engine no., color, etc.) must be declared in the policy. New details that may be found contrary to the policy that are not properly endorsed may be used as grounds for the denial of the claim.

Insurance transfer

You can transfer the Car Protect policy if you plan to sell your vehicle provided that you secure the approval of the Insurer by contacting Standard Insurance. Please make sure that the policy is endorsed to reflect the new owner of the insured vehicle.

Claims

You can file a claim for loss or damage immediately after the occurrence or up to 60 days. For Acts of Nature claims, you must file your claim within seven (7) days from the date of the typhoon, flood, earthquake, flood, or other convulsions of nature.

To file a claim, go to the Standard Insurance Online Claims Notification. Once you have completed the form and have attached the required documents, a representative from Standard Insurance will email you the next steps necessary to process your claim. You may contact Standard Insurance to follow up.

Requirements for claiming the policy

To file a claim for your Car Protect Policy, please prepare the following documents:

- Certificate of Registration (CR) and Official Receipt (OR) or Certificate of Registration covering loss date
- Driver's license
- Affidavit or police report (if with third party)
- Photos showing the full body of the vehicle that include the plate number/conductions sticker or VIN plate, damages on the unit, and odometer reading.
- Letter of Authority Issued to CASA/Repair Shop or Cash Settlement

Once you have filed a claim and have completed the required documents, it will be processed within 5 days for claims up to PHP 100,000 and 5-20 days for other cases depending on the extent of the damage.

Renewal, Refund, and Cancellation

Renewal

To renew your policy, please register your existing policy for online access on the Standard Insurance website. Registered policies get a renewal prompt 90 days before policy expiration. You may log in to your online access to initiate a renewal or you may contact Standard Insurance.

Refund

You may request a refund and cancel your policy **within seven (7) days after receiving it via email**. All premiums shall be returned to your GCash wallet provided it is made before 12:00 AM (midnight) of the same day of purchase. A representative of Standard

Insurance shall process cancellation requests made after the cut-off. Refund shall be credited back to your GCash wallet or nominated bank account.

If the 7-day cancellation period falls on the following month, pro-rata premium and taxes shall be returned except the documentary stamps.

Cancellation

You may request the cancellation of your policy if your unit has been sold. If you did not file a claim during the policy year, a refund on the basic premium, excluding taxes, will be processed based on the Short Period Rate Scale stipulated in your policy. However, if you have already incurred a claim and collected the proceeds or in process before your request for cancellation, no premium and taxes will be returned.

Contact Standard Insurance

To contact Standard Insurance, please check out their available channels below:

Mobile: (+63)917-828-3984 from 8:00 AM-5:00 PM

Hotline: (+632) 8845-1111 after 5:00 PM

Facebook: @StandardInsurancePH

Email: inquiry@standard-insurance.com

Previous

FPG Insurance Compulsory Third Party Liability (CTPL)

Next

Standard Insurance Compulsory Third Party Liability (CTPL)

- [BPI MS Compulsory Third Party Liability Insurance](#)
- [FPG Insurance Compulsory Third Party Liability \(CTPL\)](#)
- [Standard Insurance Car Protect](#)
- [Standard Insurance Compulsory Third Party Liability \(CTPL\)](#)

14465379575193

Source: <https://help.gcash.com/hc/en-us/articles/14465379575193-Standard-Insurance-Car-Protect>

Standard Insurance Compulsory Third Party Liability CTPL {#standard-insurance-compulsory-third-party-liability-ctpl}

Path: articles/14464629819161-Standard-Insurance-Compulsory-Third-Party-Liability-CTPL

ADVISORY:

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Articles in this section

- [BPI MS Compulsory Third Party Liability Insurance](#)
- [FPG Insurance Compulsory Third Party Liability \(CTPL\)](#)
- [Standard Insurance Car Protect](#)
- [Standard Insurance Compulsory Third Party Liability \(CTPL\)](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Standard Insurance Compulsory Third Party Liability or CTPL is an insurance product that covers bodily injury and death caused to a Third Party (person/s) by the Assured and is required by the Land Transportation Office (LTO) upon registration.

Jump to:

- [Coverage](#)
- [Eligibility](#)
- [Purchase Standard Insurance CTPL](#)
- [Claims](#)
- [Policy Updates and Cancellations](#)
- [Contact Standard Insurance](#)

Coverage

CTPL is a standalone cover and responds first in the event of a third party's bodily injury, death, and medical expenses. Standard Insurance will cover a valid claim of up to PHP 100,000, subject to the policy limits.

Your policy can cover you if the insured vehicle gets into an accident while being driven by another person subject to the following conditions:

- You have authorized/permitted them to operate or drive your insured vehicle.
- The authorized/permitted driver carries a driver's license.
- Subject to all other policy terms and conditions.

Eligibility

You can avail of this product if you are:

- A Fully Verified GCash user
- The owner of a car that can be insured - Requirements: - Private Cars: Sedan, AUV, MPV, Wagon, Van, Pick-up
 - Age of car up to 15 years old
 - Usage must be private

Note: You can avail as many CTPL policies as you can, depending on the number of cars you own. You may also purchase CTPL by Standard Insurance on behalf of someone else.

Purchase Standard Insurance CTPL

Note: The amount for the annual premium payment will be automatically deducted from your GCash wallet upon purchase. Please make sure you have enough balance in your GCash wallet to make a successful transaction.

Your Policy Contract and other Policy Documents will be sent **within an hour** to your registered email address. If you were not able to receive your policy within 24 hours or if you would like to request an original copy of your policy, please contact Standard Insurance.

Your CTPL policy will commence based on the last digit of your vehicle's plate number:

1 | 1 | --- | --- | **Plate Number** | **Start Date** | | Ending in 1 | February 1 | | Ending in 2 |
 March 1 | | Ending in 3 | April 1 | | Ending in 4 | May 1 | | Ending in 5 | June 1 | | Ending in 6 | July 1 | | Ending in 7 | August 1 | | Ending in 8 | September 1 | | Ending in 9 | October 1 | | Ending in 0 | November 1 |

Policy Renewal

To renew your policy, please register your existing policy for online access on the Standard Insurance website.

Registered policies get a renewal prompt 90 days before policy expiration. You may renew your policy by contacting Standard Insurance.

Claims

Note: Once you have filed a claim and have completed the required documents, reimbursement will be evaluated within 5 days.

You can file a claim for third-party bodily injury immediately after the occurrence or up to 90 days. To file a claim, please fill out the Standard Insurance Online Claims Notification form.

Once you have completed the form, attach the necessary requirements:

- Certificate of Registration (CR) and Official Receipt (OR) covering loss date
- Photocopy of Driver's license and official receipt
- Original Police Report
- Original Medical Certificate

- Original hospital bills/receipts
- Birth Certificate (For Minors only)

A representative from Standard Insurance will email you the next steps necessary to process your claim. Claims proceeds may be availed either through check or online transfer. To follow up on your claims, please [contact Standard Insurance](#).

Policy Updates and Cancellations

Update of CTPL details

If you have any changes in your policy, please [contact Standard Insurance](#). Any change or modification in your insured vehicle (i.e. engine no., color, etc.) must be declared in the policy. New details that may be found contrary to the policy that are not properly endorsed may be used as grounds for the denial of the claim.

Refund and cancellation request

You may request a refund and cancel your policy within **seven (7) days** of receiving it via email. All premiums shall be returned to your GCash wallet or nominated bank account, provided it is made before 12:00 midnight of the same day of purchase. A representative of Standard Insurance shall process cancellation requests made after the cut-off.

If the 7-day cancellation period falls on the following month, pro-rata premiums and taxes shall be returned except the documentary stamps.

Unauthenticated CTPL

You should be able to receive a notification that your CTPL needs further authentication in your email. A representative from Standard Insurance will contact you to facilitate the authentication. Additional information (i.e., updated plate no., correct motor/serial number) may be required from you to proceed with the authentication.

Contact Standard Insurance

To contact Standard Insurance, please check out their available channels below:

- **Email:** - For Inquiries: inquiry@standard-insurance.com
 - For Claims: ginsure@standard-insurance.com
- **Hotline - Mobile No:** +63917-8283984 (8:00 AM-5:00 PM)
 - **Landline:** +632-8854-1111 (5:00 PM onwards)
- **Viber:** +63 998-8451111

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14464629819161

Source: <https://help.gcash.com/hc/en-us/articles/14464629819161-Standard-Insurance-Compulsory-Third-Party-Liability-CTPL>

Standard Insurance Pet Health {#standard-insurance-pet-health}

Path: articles/15552480131225-Standard-Insurance-Pet-Health

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [Malayan Insurance Pet Insure \(Dogs Only\)](#)
- [Standard Insurance Pet Health](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Pet Health by Standard Insurance is a pet health plan that provides financial protection when unforeseen circumstances arise such as when a pet gets ill or gets into an accident. The policy is designed to cover the majority of the eligible vet expenses involved in treatment such as consultation, diagnostic tests, medication, and hospitalization/confinement.

Jump to:

- [Coverage](#)
- [Eligibility](#)
- [Purchase Standard Insurance Pet Health](#)
- [Cancellation and Claims](#)

Coverage

||||---|---|| **CORE BENEFITS | STANDARD COVERAGE || Max Benefit Limit**
Per Year | PHP 50,000 || % Eligible Reimbursement | Up to 100% of Vet Bill || Issue Age
| At least 8 weeks old to 9 years old || Cruciate Ligament | Up to the Maximum Benefit
Limit || Emergency Pet Boarding | PHP 5,000 || Accidental Injury | ✓ || Illnesses | ✓ ||
After-Hour Emergency Visit | (Related to coverable Accidental Injury Only) || Treatment
(Consultations, hospitalization, surgery, X-rays, medication, diagnostic tests, nursing, and
other care) | ✓ || Preventive Care | ✘ |

Eligibility

You are eligible if you are an owner of any breed of domestic cats and dogs and if the:

- Pet owner is of legal age
- Pet is at least 8 weeks old and below 9 years of age
- Pet should be residing and under the direct care of the Policy Holder
- Pet is not used for commercial or occupational purposes including but not limited to racing, breeding, organized fighting, law enforcement, and guarding.

Purchase Standard Insurance Pet Health

Note: There is no limit to owning multiple policies. However, you cannot upgrade your current policy, nor can you apply for someone else's pet. Only the owner of the pet can apply for a policy.

Claims and Cancellation

Claims

You may claim Pet Health by sending an [email to Standard Insurance](#) with the attached documents:

1. Completed Claim Form signed by you and your Vet
2. An itemized invoice showing all vet expenses paid in full
3. Consultation notes
4. Complete the Veterinary history of your pet

Standard Insurance will process your claim in **3-10 business days**

Cancellation of Policy

To cancel your policy, please [contact Standard Insurance](#). The cancellation will be effective once Standard Insurance provides you with confirmation of the request.

Cancellation of policy before 21 day cooling period

If you cancel your policy during the 21 day cooling-off period, provided that no claim is/has been made by you, we will refund any premium paid by you since commencement or renewal, less any transaction costs incurred by us which we are unable to recover, and any taxes or duties that we are unable to refund. You cannot return your policy during the cooling off period if a claim is/has been made by you.

Cancellation of policy after 21 day cooling-off period

If you cancel the policy for whatever reason after the cooling off period and you have paid the annual premium in full, provided no claim has been made, we will refund the premium less:

- The amount covering the period you were insured for;

- The cancellation fee of (which will not be deducted if your cancellation is due to your Pet passing away); and
- Any government or statutory charges we are unable to recover. If you have been paying your premium by installments, there is no premium refund (including for any remaining days of a current installment period). No further premium installments will be deducted

Cancellation of policy for whatever reason

If you cancel your policy for whatever reason (other than your Pet passing away) after having made a claim, no premium refunds are payable and the remaining premium for that Policy Period must be paid if it has not already been paid. Any outstanding premium may be deducted from any claim payment owed, or alternatively, charged to your nominated bank/credit card account. This clause survives termination of contract.

Cancellation of policy due to death

If you cancel your policy because your Pet has passed away and after having made a claim, your policy will be cancelled in the same way as set in ‘Cancellation where no claims have been made.

Any cancellation refund due will be processed in **10-15 business days**.

Contact Standard Insurance

To contact Standard Insurance, please check out their available channels below:

- **Email**
 - For Inquiries: inquiry@standard-insurance.com
 - For Claims/Cancellation: ginsure@standard-insurance.com
- **Hotline**
 - **Mobile No:** +63917-3255818 (8:00 AM-5:00 PM)
 - **Landline:** +632-8854-1111 (5:00 PM onwards)
- **Viber:** +63998-8451111
- **Facebook:** [@StandardInsurancePH](#)

Previous

Malayan Insurance Pet Insure (Dogs Only)

Next

- [Malayan Insurance Pet Insure \(Dogs Only\)](#)
- [Standard Insurance Pet Health](#)

15552480131225

Source: <https://help.gcash.com/hc/en-us/articles/15552480131225-Standard-Insurance-Pet-Health>

Standard Insurance Travel Protect International

{#standard-insurance-travel-protect-international}

Path: articles/11950285842585-Standard-Insurance-Travel-Protect-International

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [Oona Smart Flight Delay](#)
- [Malayan Insurance Travel Master with COVID-19](#)
- [Standard Insurance Travel Protect International](#)
- [Standard Insurance Travel Protect Saver Plus](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Standard Insurance Travel Protect International is a comprehensive and cashless travel insurance plan that protects the policyholder from certain financial risks and losses that can occur while traveling the world, including COVID-19.

Jump to:

- [Coverage](#)
- [Eligibility](#)
- [Purchase Standard Insurance Travel Protect International](#)
- [Claims and Cancellations](#)
- [Contact Standard Insurance](#)

Coverage

Travel Protect International provides the following benefits during travel:

||||---|---|| **Travel Inconvenience Benefit** | - Loss of Personal Money

- Car Rental Excess Protection
- Trip Cancellations including claims due to/ arising from COVID-19
- Delayed Departure (Outbound and Inbound)
- Trip Postponement
- Missed Connection (Outbound and Inbound)
- Diversion of Trip (outbound and inbound)
- Inconvenience Cash Assistance for Delayed Departure, Missed Connection, and

Diversion of Trip (Not Received)

- Trip Termination including claims due to/ arising from COVID-19
- Baggage Delay
- Inconvenience Cash Assistance for Baggage Delay (Not Received)
- Loss or Damage to Baggage
- Hijack || **Emergency Medical Assistance** | - Medical Treatment including claims due to/ arising from COVID-19
- Emergency Medical Evacuation/Repatriation
- Repatriation of Mortal Remains
- Care of Minor Child/ren
- Compassionate Visit
- Delivery of Medicine
- Hospital Income
- Emergency Dental Care || **Personal Accident Benefit** | - Accidental Death
- Permanent Total Disablement
- Burial Assistance
- Personal Liability |

Eligibility

You can avail of this product if you are:

- Aged 0-59 years old*
- Traveling for vacation, study or seminars/conferences, and trips

*Individuals between 60-75 years old may be covered subject to a premium surcharge

**Travel Protect International excludes cover for skilled persons/skilled laborers when traveling for employment or in the course of employment. COVID-19 high-risk occupations such as healthcare workers, and nursing professionals are also excluded.

Purchase Standard Insurance Travel Protect International

Note: Standard Insurance can only issue one policy per trip. If you want to upgrade your policy, please [contact Standard Insurance](#).

You will receive a payment confirmation of your successful purchase of Travel Protect Protect International. You will also receive an SMS and email with your Travel Protect International Policy. If you were not able to receive your policy within 24 hours, please [contact Standard Insurance](#).

Claims and Cancellations

Claims

To file a claim for Travel Protect Saver International, fill out the [Standard Insurance Claims Form](#), and [email Standard Insurance](#) with the required claim documents below. Representatives from Standard Insurance will assist and direct you in the claim

procedure.

Claim Documents Required:

1. Fully accomplished claim form
2. Incident Report/Letter of Request
3. Copy of Insurance Policy
4. Original Official Receipt of all payments made
5. Copy of flight itinerary and boarding pass
6. Copy of passport (pages with details and dates stamped for entry and departure)

Other Supporting Documents for Each Benefit

||||---|---|| **Medical and Hospitalization Expenses Abroad** | 1. Original medical report/abstract with Medical History of present illness

2. Clinical Test/Laboratory Results
3. Detailed original Hospital Statement of Account
4. Copy of Operative and/or Histopathology Reports
5. Police report (if applicable: Ex. Accidents) || **Emergency and Accidental Care** | 1. Original dental report/abstract with dental history of present illness

2. Clinical Test/Laboratory Results
3. Detailed original hospital Statement of Account
4. Copy of Operative and/or Histopathology Reports

5. Police report (if applicable: Ex. Accidents) || **Emergency Medical Evacuation and Repatriation**

(transport or repatriation in the event of covered illness/accident) | To be arranged by Emergency Assistance Provider

Please call +632-8845-1111 || **Repatriation of Mortal Remains** | To be set by the Emergency Assistance Provider

Please call +632-8845-1111 || **Travel of Immediate Family Members** | 1. Original medical report/ abstract with Medical History of present illness

2. Medical certificate from a physician or hospital
3. Clinical Test/Laboratory Results
4. Police report (if applicable: Ex. Accidents)
5. Original Invoice & Official Receipt of the transportation and hotel expenses of a family member who took care of the injured person
6. Copy of flight itinerary and official receipts of airfare || **Emergency Return Home**

- Following Death of a Close Family Member** | 1. Original death certificate of the immediate family member
2. Proof of relationship between the Insured Person and the immediate family member
 3. Certification/Affidavit stating the reason for trip curtailment
 4. Original official receipts for the additional fees paid for the return ticket to your home country such as no-show fees, penalties, etc. with a copy of the new travel itinerary
 5. Other documents that will be required (depending on the reason for cutting the trip short) || **Baggage Delay** | 1. Original Property Irregularity Report (PIR) from the airline
 2. Original receipts of articles of basic necessity purchased due to delay of luggage
 3. Original acknowledgment receipt/form stating the exact date and time when the baggage was received by the Assured. || **Compensation for In-Flight Loss of Checked-In Baggage** | 1. Original Property Irregularity Report (PIR) from the airline
 2. List of contents of luggage with an estimated price and date of purchase of each item.
 3. Original certification of settlement of the compensation paid by the carrier. || **Loss of Travel Documents** | 1. The original Police report from the place where the incident occurred or any document that will show proof of occurrence
 2. Original receipts of expenses for transportation and/or accommodation to go to the place where documents will be issued || **Loss of Personal Money** | 1. Police Report and any document showing proof of the possessions such as bank/withdrawal and ATM receipt, etc. || **Repatriation of the Immediate Family Member Travelling with the Insured** | 1. Original medical report/abstract with Medical History of present illness
 2. Medical certificate from a physician or hospital
 3. Clinical test/Laboratory results
 4. Police Report (if applicable Ex: accidents)
 5. Copy of Operative and Histopathology Reports
 6. Original Invoice & Official Receipt of the transportation of family member
 7. Copy of flight itinerary and official receipt of airfare |

Cancellation of Policy

To cancel your policy and request a refund, amendments, or cancellations, please [email Standard Insurance](#) before the Inception date of the coverage/policy. All requests will be subject to review and approval.

Contact Standard Insurance

To contact Standard Insurance, please check out their available channels below:

- **Email:** - For Inquiries: inquiry@standard-insurance.com
 - For Claims: ginsure@standard-insurance.com
- **Hotline - Mobile No:** +63916-6929000 (8:00 AM-5:00 PM)
 - **Landline:** +632-8845-1111 (5:00 PM onwards)
- **Viber:** +63 998-8451111
- **Facebook:** [@StandardInsurancePH](#)

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Standard Insurance Travel Protect Saver Plus

- [Oona Smart Flight Delay](#)
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- [Standard Insurance Travel Protect International](#)
- [Standard Insurance Travel Protect Saver Plus](#)

11950285842585

Source: <https://help.gcash.com/hc/en-us/articles/11950285842585-Standard-Insurance-Travel-Protect-International>

Standard Insurance Travel Protect Saver Plus {#standard-insurance-travel-protect-saver-plus}

Path: articles/11797940030489-Standard-Insurance-Travel-Protect-Saver-Plus

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [Oona Smart Flight Delay](#)
- [Malayan Insurance Travel Master with COVID-19](#)
- [Standard Insurance Travel Protect International](#)
- [Standard Insurance Travel Protect Saver Plus](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Travel Protect Saver Plus is a reimbursement type of travel insurance by Standard Insurance that provides coverage within the Philippines and Southeast Asian countries.

Jump to:

- [Coverage](#)
- [Eligibility](#)
- [Purchase Standard Insurance Travel Protect Saver Plus](#)
- [Claims and Cancellation](#)

Coverage

Travel Protect Saver Plus provides the following benefits during travel:

- |||| --- | --- || **Travel Inconvenience Benefit** | - Trip Cancellation
- Trip Curtailment
 - Delayed Departure
 - Flight Diversion
 - Baggage Delay
 - Inconvenience Cash Assistance due to Baggage Delay
 - Loss of Baggage / Damage to Luggage
 - Loss of Travel Documents
 - Hijack || **Emergency Medical Assistance** | - Medical Reimbursement
 - Daily Hospital Cash
 - Emergency Medical Evacuation and Repatriation || **Personal Accident** | - Accidental Death and Disablement
 - Unprovoked Murder and Assault
 - Burial Assistance |

Eligibility

You can avail of this product if you are:

- Age 1-65 years old*
- Traveling for vacation, study or seminars/conferences, and trips
- Traveling within the Philippines and/or to Southeast Asian countries

*Individuals above 65 years old may be covered subject to a premium surcharge

Purchase Standard Insurance Travel Protect Saver Plus

Note: Standard Insurance can only issue **one policy per trip**. If you want to upgrade your policy, please [contact Standard Insurance](#).

You will receive a payment confirmation of your successful purchase of Travel Protect Saver Plus. You will also receive an SMS and email with your Travel Protect Saver Plus Policy. If you were not able to receive your policy within 24 hours, please [email Standard Insurance](#).

Claims and Cancellation

Claims

To file a claim for Travel Protect Saver International, fill out the [Standard Insurance Claims Form](#), and [email Standard Insurance](#) with the required claim documents below. Representatives from Standard Insurance will assist and direct you in the claim procedure.

Claim Documents Required:

1. Fully accomplished claim form
2. Incident Report/Letter of Request
3. Copy of Insurance Policy
4. Original Official Receipt of all payments made
5. Copy of flight itinerary and boarding pass
6. Copy of passport (pages with details and dates stamped for entry and departure)

Other Supporting Documents for Each Benefit

- ||||---|---|| **Medical and Hospitalization Expenses Abroad** | 1. Original medical report/abstract with Medical History of present illness
 2. Clinical Test/Laboratory Results
 3. Detailed original Hospital Statement of Account
 4. Copy of Operative and/or Histopathology Reports
 5. Police report (if applicable: Ex. Accidents) || **Emergency and Accidental Care** | 1. Original dental report/abstract with dental history of present illness
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 To be arranged by Emergency Assistance Provider
 Please call +632 8845-1111 || **Repatriation of Mortal Remains** | To be arranged by Emergency Assistance Provider
 Please call +632 8845-1111 || **Travel of Immediate Family Members** | 1. Original medical report/ abstract with Medical History of present illness
 2. Medical certificate from a physician or hospital
 3. Clinical Test/Laboratory Results
 4. Police report (if applicable: Ex. Accidents)
 5. Original Invoice & Official Receipt of the transportation and hotel expenses of the family member who took care of the injured person
 6. Copy of flight itinerary and official receipts of airfare || **Emergency Return Home Following Death of a Close Family Member** | 1. Original death certificate of the immediate family member
 2. Proof of relationship between Insured Person and the immediate family member
 3. Certification/Affidavit stating the reason for trip curtailment
 4. Original official receipts for the additional fees paid for the return ticket to your home country such as no-show fees, penalties, etc. with a copy of the new travel itinerary
 5. Other documents that will e required (depending on the reason of cutting the trip short)
 || **Baggage Delay** | 1. Original Property Irregularity Report (PIR) from the airline
 2. Original receipts of articles of basic necessity purchased due to delay of luggage
 3. Original acknowledgment receipt/form stating the exact date and time when the

baggage was received by the Assured. || **Compensation for In-Flight Loss of Checked-In Baggage** | 1. Original Property Irregularity Report (PIR) from the airline
 2. List of contents of luggage with an estimated price and date of purchase of each item.
 3. Original certification of settlement of the compensation payment by the carrier. || **Loss of Travel Documents** | 1. Original Police report from the place where the incident occurred or any document that will show proof of occurrence
 2. Original receipts of expenses for transportation and/or accommodation to go to the place where documents will be issued || **Loss of Personal Money** | 1. Police Report and any document that will show proof of the possessions such as bank/withdrawal and ATM receipt, etc. || **Repatriation of the Immediate Family Member Travelling with the Insured** | 1. Original medical report/abstract with Medical History of present illness
 2. Medical certificate from a physician or hospital
 3. Clinical test/Laboratory results
 4. Police Report (if applicable Ex: accidents)
 5. Copy of Operative and/or Histopathology Reports
 6. Original Invoice & Official Receipt of the transportation of family member
 7. Copy of flight itinerary and official receipt of airfare |

Cancellation of Policy

To cancel your policy and request a refund, amendments, or cancellations, please [email Standard Insurance](#) before the Inception date of the coverage/policy. All requests will be subject to review and approval.

Contact Standard Insurance

To contact Standard Insurance, please check out their available channels below:

- **Email:** - For Inquiries: inquiry@standard-insurance.com
 - For Claims: ginsure@standard-insurance.com
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 - **Landline:** +632-8845-1111 (5:00 PM onwards)
- **Viber:** +63 998-8451111
- **Facebook:** [@StandardInsurancePH](#)

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Standard Insurance Travel Protect International

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- [Oona Smart Flight Delay](#)
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11797940030489

Source: <https://help.gcash.com/hc/en-us/articles/11797940030489-Standard-Insurance-Travel-Protect-Saver-Plus>

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
KYC Modification Request
Partner Support Help Center
Form
Partner Support Help Center Form
Help Center Form
Forbearance Form
Account Deletion Form
Phase 2 KYC Modification Request
CXM Form
CXM Application
Was this article helpful?
Did this answer your concern?
Insurance Partner
B2B New Form
PNP Complaints

Your email address

Your Email address

Select the country where you registered your GCash Account
Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Reason for Profile Update Request-

Purpose of Opening-

Employment Type-

Employer or Business name

Are you PEP or Relative of the PEP?-

A Politically Exposed Person (PEP) is an individual with a public position in the Philippines, a foreign State, or an international organization.

Are you a Beneficiary Owner of the Account?-

Being the owner of the GCash account means you will be the one using the GCash account you are trying to verify.

Expected Monthly Transaction Amount-

Salutation-

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Birth Date

Your account type-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

Amount to be transferred from old to new account

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

Either latest government ID with updated surname or marriage certificate

Copy of Birth Certificate or Valid Government ID

Photo of valid government ID

Attach a photo of your valid government id both front and back

Legal document as proof of change name

Attachments

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=8861231745305

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below

Help Center Form-Partner Support Help Center
FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI want to delete my GGives account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion(optional)

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider? -

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSavve Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ggives__i_want_to_cancel_my_ggives_account.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below

Help Center Form-Partner Support Help Center
FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern CategoryI did not receive my incentive / reward / cashback

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider? -

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

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Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=promos__i_did_not_receive_my_voucher/_cashback/_promo_incentive.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below

Help Center Form-Partner Support Help Center
FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have a problem with my GStocks PH transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case My Withdraw transaction did not reflect in my account

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gstocks_ph_i_have_a_problem_with_my_gstocks_ph_transaction&tf_22405932372249=wealth_txn_withdraw

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below

Help Center Form-Partner Support Help Center
FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have a problem with my bills payment

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case My payment has not been posted

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider? -

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=pay_bills_i_have_a_problem_with_my_bills_payment&ticket_form_id=360000706713&tf_24180618474265=my_payment_has_not_been_posted

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).

2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to delete my GStocks PH Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gstocks_ph_i_want_to_delete_my_ph_gstocks_account&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center
FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern Category I can't log in to my GCash App

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case
The app is crashing upon opening or not opening at all

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GIInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSavve Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

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Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Anong naging issue when you unlinked your GCash account?-

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Screenshot of transaction or error prompt

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I have attached the screenshot of the SMS/e-mail about the linked device

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In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

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Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

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Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: [https://help.gcash.com/hc/en-us/requests/new?
ticket_form_id=360000706713&ind=normal&tf_360023219534=i_can_t_log_in_to_my_gcash_app&tf_18766009076633=the_app_is_not_opening_or_it_is_crashing](https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=i_can_t_log_in_to_my_gcash_app&tf_18766009076633=the_app_is_not_opening_or_it_is_crashing)

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center
FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern Category I have a problem with my GCrypto transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GIInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSavve Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: [https://help.gcash.com/hc/en-us/requests/new?
ticket_form_id=360000706713&ind=normal&tf_360023219534=gcrypto__i_have_a_problem_with_my_gcrypto_transaction](https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcrypto__i_have_a_problem_with_my_gcrypto_transaction)

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center
FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern Category I have a problem with a payment to my GCredit Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment I was charged a penalty or additional fee even after making a payment on time

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GIInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSavve Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gccredit__i_was_deducted_multiple_times_for_my_gccredit_payment.&tf_21507634387737=i_was_charged_a_penalty_or_additional_fee_even_after_making_a_payment_on_time

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I cannot proceed with my online subscription or payment

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GIInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSavve Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=pay_online_auto-debit_payment_i_cannot_proceed_with_my_online_subscription_or_payment

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center
FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern Category I'm getting an error when doing Send Money

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GIInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSavve Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=send_money__i_m_unable_to_send_money

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center
FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI was deducted more than once for a single transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?(optional)-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GIInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSavve Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=scan_to_pay__i_was_deducted_more_than_once_when_i_bought_an_item.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center
FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI have a problem with a payment to my GGives Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your paymentMy payment is not yet reflecting in my account

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GIInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSavve Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ggives__i_was_automatically_charged_multiple_times_in_my_ggives_account&tf_21507634387737=my_payment_is_not_yet_reflecting_in_my_account

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category My GCash Basic Account was suspended, please transfer the funds to my new fully verified account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook

- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSav Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

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I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

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Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

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Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Take a screenshot of the transaction or error prompt and attach them to this request

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Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

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Did you receive an SMS that your account was put on hold due to routine verification?-

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I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=my_gcash_account_my_gcash_basic_account_was_suspended_please_transfer_the_funds_to_my_new_fully_verified_account

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category My voucher is not working

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GIInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama

- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=promos__my_voucher_is_not_working.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I was auto deducted multiple times in GInsure

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GIInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama

- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ginsure__i_was_auto_deducted_multiple_times_in_ginsure

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have a problem with a payment to my GLoan Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment I haven't received my cashback in GGives or GLoan

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama

- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gloan__i_was_automatically_charged_multiple_times_in_my_gloan_account&tf_21507634387737=i_haven_t_received_my_cashback

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application
Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have an unauthorized transactions in my account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?(optional)-

Did you log in your GCash account on a family member, friend, or colleague’s device? (optional)-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GIInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSavve Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

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Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

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Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=my_gcash_account_i_want_to_report_an_unauthorized_transaction_in_my_account.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I can't register to GSave

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gsave_i_can_t_register_to_gsave.&ticket_form_id=36000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have a problem with my GFunds transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case
My Buy Order transaction did not reflect in my account

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gfunds_i_have_a_problem_with_my_gfunds_transaction&tf_22405932372249=wealth_txn_buy

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to cancel my Send Money Protect enrollment and PHP 30 premium

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GIInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

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I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

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- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

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Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

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If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

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Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

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Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

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(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

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Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=send_money_gcash_to_gcash_send_money_protect_by_ginsure_i_want_to_refund_only_the_send_money_protect_premium_and_my_transaction_is_still_within_7_days

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category

I was scammed

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type Filipino citizen 18+ years old with PH SIM

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GIInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant(optional)

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.(optional)

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=my_gcash_account_i_was_scammed.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category Change Mobile number

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID(optional)

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcash_per Outlet Sar i_sari_store__account_status__change_mobile_number

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to change my mobile number in GCredit

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcredit_i_lost_my_old_number_and_i_want_to_replace_it_with_my_new_kyc_d_number.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to reactivate my GCredit account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Selfie holding your valid ID which clearly shows the details.

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Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

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Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

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I have attached the screenshot of the SMS/e-mail about the linked device

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In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcredit_i_want_to_reactivate_my_gcredit_account.&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I need help with a GLife transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=glife_i_need_help_with_a_glife_transaction

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to request for my Statement of Account (SOA)

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcredit_i_want_to_request_for_a_copy_of_my_soa.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category What are the transaction fee when doing Cash In?

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

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Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=cash_in__i_was_charge_d_a_fee_for_my_cash_in_transaction.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category My payment using GCash Card is not being accepted by the merchant

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=pay_online_i_used_my_gcash_mastercard_in_store_and_merchant_did_not_honor_my_transaction&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category The money I sent was not received

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=send_money_gcash_to_gcash_the_money_i_sent_was_not_received&ticket_form_id=360000706713&channel_ind=help_center

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have a problem with my GStocks PH transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case
My Deposit or Top up transaction did not reflect in my account

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gstocks_ph_i_have_a_problem_with_my_gstocks_ph_transaction&tf_22405932372249=wealth_txn_deposit

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I haven't received the voucher code

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Selfie holding your valid ID which clearly shows the details.

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In which step did you encounter an error?-

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Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=_top-up_concern_for_grab/angkas_rider_only__i_haven_t_received_the_voucher_code

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to file a complaint against collection partners or collection agent

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcredit_i_want_to_file_a_complaint_against_collection_partners_or_collection_agent

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I can't log in to my GCash App

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case
My account was put on hold due to a routine verification.

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=i_can_t_log_in_to_my_gcash_app&tf_18766009076633=my_account_was_put_on_hold_due_to_a_routine_verification

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have a problem with a payment to my GGives Account

Please choose the statement that best describes your concern. Can't find it on the list?
Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment I cannot make a payment to my account

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GIInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none , put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

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Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

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In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

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Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

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Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

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Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ggives_i_was_automatically_charged_multiple_times_in_my_ggives_account&tf_21507634387737=i_cannot_make_a_payment_to_my_account

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern CategoryHow can I apply for GLoan?

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GIInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gloans__how_can_i_apply_for_gloan

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have an issue with my GCash Visa Card voucher

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcash_card_i_have_a_n_issue_with_my_gcash_visa_card_voucher

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I withdrew using my GCash Card and did not get the cash

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcash_mastercard_i_withdrew_using_my_gcash_mastercard_and_i_did_not_get_the_cash.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category My wallet limit is still not upgraded

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=my_gcash_account__my_wallet_limit_is_still_not_upgraded&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I can't link my bank to my GCash account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=cash_in_i_have_a_problem_linking_my_bank_to_my_gcash_account.&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category My GCash Basic Account was suspended, please unblock my account so I can complete the full verification and regain access to it

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GIInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=my_gcash_account_my_gcash_basic_account_was_suspended_please_unblock_my_account_so_i_can_complete_the_full_verification_and_regain_access_to_it

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern CategoryI cannot register to GCrypto

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GIInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

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Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

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Date of Linking

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Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

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Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

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Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Take a screenshot of the transaction or error prompt and attach them to this request

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Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

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Incorrect Account Number / Bank

Correct Account Number / Bank

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You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: [https://help.gcash.com/hc/en-us/requests/new?
ind=normal&tf_360023219534=gcrypto%3A%3Ai_cannot_register_to_gcrypto&ticket_f
orm_id=360000706713](https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcrypto%3A%3Ai_cannot_register_to_gcrypto&ticket_form_id=360000706713)

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I cannot purchase online using my GCash Card

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcash_mastercard_i_cannot_purchase_online_using_my_gcash_mastercard.&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have a problem with a payment to my GLoan Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your paymentI cannot make a payment to my account

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gloan_i_was_automatically_charged_multiple_times_in_my_gloan_account&tf_21507634387737=i_cannot_make_a_payment_to_my_account

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I transacted a wrong top-up. (i.e Grab instead of Angkas wallet or vice versa)

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GIInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=_top-up_concern_for_grab/angkas_rider_only_i_transacted_a_wrong_top-up._i.e_grab_instead_of_angkas_wallet_or_vice-versa

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category

I was deducted more than once for a single transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GIInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=tap_to_pay_i_was_deducted_more_than_once_for_a_single_transaction

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to transfer my linked GCash Card from my old number to my new number

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GIInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcash_mastercard_i_want_to_transfer_my_linked_gcash_card_from_my_old_to_my_new_number&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category The merchant did not honor my transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=tap_to_pay_the_merchant_did_not_honor_my_transaction

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I can't buy load

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

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ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

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I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

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Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=load_i_can_t_buy_load._globe/tm/_cherry

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to delete my GFunds Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: [https://help.gcash.com/hc/en-us/requests/new?
ind=normal&tf_360023219534=ginvest_i_want_to_delete_my_ginvest_account&ticket
_form_id=360000706713](https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=ginvest_i_want_to_delete_my_ginvest_account&ticket_form_id=360000706713)

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to change my mobile number in GGives

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ggives_i_want_to_change_my_ggives_mobile_number.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category-

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

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Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: [https://help.gcash.com/hc/en-us/requests/new?
ticket_form_id=360000706713&ind=normal&tf_360023219534n](https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534n)

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app
> Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have a problem with my GFunds transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case
My GFunds Dividends did not reflect in my account

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

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Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

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You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gfunds_i_have_a_problem_with_my_gfunds_transaction&tf_22405932372249=gfunds_dividends

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have a problem with my GFunds transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your caseI cannot do any transactions

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gfunds_i_have_a_problem_with_my_gfunds_transaction&tf_22405932372249=wealth_cant_transact

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I cannot redeem the voucher code that was sent

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=_top-up_concern_for_grab/angkas_rider_only____i_cannot_redeem_the_voucher_code_that_was_sent

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I requested for my transaction history and did not receive it

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GIInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

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Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

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Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

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I have attached the screenshot of the SMS/e-mail about the linked device

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In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=my_gcash_account_i_requested_for_my_transaction_history_and_did_not_receive_it.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to file a complaint against collection partners or collection agent

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gloan__i_want_to_file_a_complaint_against_collection_partners_or_collection_agent

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have a problem with a payment to my GCredit Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your paymentI cannot make a payment to my account

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gccredit_i_was_deducted_multiple_times_for_my_gccredit_payment.&tf_21507634387737=i_cannot_make_a_payment_to_my_account

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category My account is still in We're verifying your account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GIInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

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We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

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Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=account_verification_i_have_an_existing_application_my_verification_is_still_in_upgrade_in_progress

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have a problem with my GFunds transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case
My Sell Order transaction did not reflect in my account

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gfunds_i_have_a_problem_with_my_gfunds_transaction&tf_22405932372249=wealth_txn_sell

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have a problem with my GCrypto transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your caseGCrypto sent was not received

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcrypto_i_have_a_problem_with_my_gcrypto_transaction&tf_22405932372249&tf_22405932372249=gcrypt_send

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category-

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GIInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none , put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcrypto%3A%3Ai_want_to_change_my_mobile_number_in_gcrypto&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I did not receive the sent money

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=send_money_gcash_to_gcash_i_did_not_receive_the_sent_money&channel_ind=help_center

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to delete my GLoan account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gloan__i_want_to_delete_my_gloan_account

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category How can I apply for GCredit?

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gccredit__how_to_apply_for_gccredit_

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I was charged more than once

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=pay_online_link_and_pay_i_was_charged_more_than_once

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have a problem with my GCrypto transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your caseGCrypto sent from external wallet not received

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcrypto_i_have_a_problem_with_my_gcrypto_transaction&tf_22405932372249&tf_22405932372249=gcrypt_external_wallet_send

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category

I have a problem with my GSave transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case
My Withdraw transaction did not reflect in my account

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GIInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&tf_360023219534=gsave_my_deposit_transaction_did_not_reflect_on_my_account.&tf_22405932372249=wealth_txn_withdraw

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have a problem with a payment to my GLoan Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your paymentI was charged multiple times for my payment

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gloan_i_was_automatically_charged_multiple_times_in_my_gloan_account&tf_21507634387737=i_was_charged_multiple_times_for_my_payment

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category

I didn't receive my money after cashing in via OTC

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GIInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

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I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=cash_in_i_didn_t_receive_my_money_after_cashing_i_n_via_otc&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I lost my GCash Card

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=my_gcash_account_i_want_to_suspend_my_gcash_card_due_to_lost_card&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have a problem with my GSave transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case
My Deposit or Top up transaction did not reflect in my account

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&tf_22405932372249=wealth_txn_deposit&tf_360023219534=gsave_my_deposit_transaction_did_not_reflect_on_my_account

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I lost my SIM card / phone

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=my_gcash_account_i_lost_my_sim_card/_phone.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category My online subscription or payment did not reflect

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

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Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

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I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=pay_online_direct_payment_my_online_subscription_or_payment_did_not_reflect

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to transfer my funds and services from my old to my new account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GIInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=my_gcash_account_i_still_have_funds_on_my_old_lost_sim_kinldy_transfer_to_my_new_number

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I didn't receive my money after cashing in via Bank

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=cash_in_i_didn_t_receive_my_money_after_cashing_in.&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I didn't receive my energies after doing a transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

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We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

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Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

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Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gforest_i_didn_t_receive_my_energies_after_doing_a_transaction.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I cannot proceed with my online subscription or payment

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=pay_online_link_and_pay_i_cannot_proceed_with_my_online_subscription_or_payment

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want register / renew my AMEX Virtual Pay

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=american_express_virtual_pay_i_m_having_problem_renewing_my_amex_virtual_pay&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I'm getting an error when applying for GGives

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ggives__i_m_getting_a_n_error_when_applying_for_ggives

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to change my mobile number in GLoan

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gloan__i_want_to_change_my_mobile_number_in_gloan

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to deactivate my GCash card from my GCash account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcash_card_i_want_to_deactivate_my_gcash_card_from_my_gcash_account&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have a problem with a payment to my GCredit Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment My payment is not yet reflecting in my account

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gccredit_i_was_deducted_multiple_times_for_my_gccredit_payment.&tf_21507634387737=my_payment_is_not_yet_reflecting_in_my_account

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category My online subscription or payment did not reflect

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GIInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

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Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

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Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

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Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

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App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

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I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

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If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

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Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=pay_online_link_and_pay_my_online_subscription_or_payment_did_not_reflect

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I did not receive my verification code in my email

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcrypto%3A%3Ai_did_not_receive_the_otp_in_my_email&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to update my GCrypto Account Information

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.(optional)

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcrypto%3A%3Ai_want_to_update_my_gcrypto_account_information&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I was charged more than once

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=pay_online_auto-debit_payment_i_was_charged_more_than_once

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I cannot register to GFunds

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ginvest_i_cannot_register_to_ginvest

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I did not receive my security code for AMEX Virtual Pay

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=american_express_virtual_pay_i_m_having_problem_generating_my_security_code&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I'm getting an error when doing Cash In

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=cash_in_i_could_not_cash_in_with_my_bpi_account.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have a problem with a payment to my GCredit Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your paymentI was charged multiple times for my payment

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

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We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

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I have attached the screenshot of the SMS/e-mail about the linked device

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In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gccredit_i_was_deducted_multiple_times_for_my_gccredit_payment.&tf_21507634387737=i_was_charged_multiple_times_for_my_payment

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I did not receive my load

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GIInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=load_i_haven_t_received_my_load._globe/tm/_cherry

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category Voucher or voucher code used but discount not applied on order

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=glife__voucher_or_voucher_code_used_but_discount_not_applied_on_order.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to cancel/refund my policy

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ginsure__i_want_to_cancel_my_current_policy_in_ginsure

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I am unable to buy a voucher

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=_top-up_concern_for_grab/angkas_rider_only__i_am_unable_to_buy_a_voucher

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have a problem with a payment to my GGives Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your paymentI haven't received my cashback in GGives or GLoan

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ggives_i_was_automatically_charged_multiple_times_in_my_ggives_account&tf_21507634387737=i_haven_t_received_my_cashback

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I cannot proceed with my online subscription or payment

Please choose the statement that best describes your concern. Can't find it on the list?
Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GIInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=pay_online_direct_payment_i_cannot_proceed_with_my_online_subscription_or_payment

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to update my GInsure Account Information

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

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We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.(optional)

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Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

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I have attached the screenshot of the SMS/e-mail about the linked device

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In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

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Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ginsure__i_want_to_change_my_ginsure_account_information

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I am unable to save my preferred biller

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=pay_bills_i_am_unable_to_save_my_preferred_biller.&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category The money I sent did not transfer to the nominated bank account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?(optional)-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=bank_transfers_i_can_t_transfer_from_gcash_to_my_bank_account.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I didn't receive my money after cashing in via Remittance

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=cash_in_i_didn_t_receive_my_money_after_cashing_i_n_via_remitance&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I cannot access my GSave Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gsave_i_cannot_access_my_gsave_account.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category The merchant POS did not receive the transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?(optional)-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=scan_to_pay_the_merchant_pos_did_not_receive_the_transaction.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I cannot access my GCrypto Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: [https://help.gcash.com/hc/en-us/requests/new?
ind=normal&tf_360023219534=gcrypto%3A%3Ai_cannot_access_my_gcrypto_account
&ticket_form_id=360000706713](https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcrypto%3A%3Ai_cannot_access_my_gcrypto_account&ticket_form_id=360000706713)

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to close my GCrypto Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

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We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Screenshot of transaction or error prompt

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Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcrypto::i_want_to_delete_my_gcrypto_account

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category The number I'm registering is showing an existing account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=registration_i_have_not_registered_to_gcash_but_it_says_i_already_have_an_account.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category My online subscription or payment did not reflect

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=pay_online_auto-debit_payment_my_online_subscription_or_payment_did_not_reflect

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to cancel my subscription or unlink to my GCash account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=pay_online_i_want_to_cancel_my_subscription.&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I cannot access my AMEX Virtual Pay

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=american_express_virtual_pay_i_cannot_access_my_amex

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I did not receive an SMS confirmation for my Insurance purchase

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID(optional)

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ginsure__i_did_not_receive_an_sms_confirmation_for_my_insurance_purchase

Submit a request {#submit-a-request}

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=ginvest__i_want_to_change_my_ginvest_account_information&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I am unable to link my new GCash Card

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcash_mastercard_i_cannot_link_my_gcash_mastercard_to_my_account_in_the_gcash_app.&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I'm seeing a different name listed on my AMEX Virtual Pay

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

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Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

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I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

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Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=american_express_virtual_pay_i_m_seeing_a_different_name_listed_on_my_virtual_card&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to refund only the Online Shopping Protect Insurance Premium and my transaction is within 7 days

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=pay_online__online_shopping_protect__i_want_to_refund_only_the_online_shopping_protect_insurance_premium_and_my_transaction_is_within_7_days.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I received the incorrect load credit

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=load__i_received_the_iincorrect_load_credit.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I was scammed

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type Filipino citizen 18+ years old with PH SIM

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant(optional)

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.(optional)

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=my_gcash_account_i_was_scammed.&channel_ind=help_center

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category-

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Selfie holding your valid ID which clearly shows the details.

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In which step did you encounter an error?-

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Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

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I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=promos__i_did_not_receive_my_voucher/_cashback/_promo_incentive

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
[Help Center](#) [Form](#) [Partner Support](#) [Help Center](#)
[Form](#) [Partner Support](#) [Help Center](#) [Form](#) [Help Center](#) [Form](#) [Forbearance Form](#) [Account Deletion Form](#) [Phase 2 KYC Modification Request](#) [CXM Form](#) [CXM Application](#) [Was this article helpful?](#) [Did this answer your concern?](#) [Insurance Partner](#) [B2B New Form](#) [PNP Complaints](#)

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account [Philippines \(+63\)](#)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to file a claim for my policy

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ginsure__i_want_to_file_a_claim_in_ginsure

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Form-Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I was charged more than once

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=pay_online__i_have_a_problem_with_my_pay_online_transaction

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have a problem with a payment to my GGives Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment I was charged multiple times for my payment

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

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Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ggives_i_was_automatically_charged_multiple_times_in_my_ggives_account&tf_21507634387737=i_was_charged_multiple_times_for_my_payment

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I cannot withdraw using my GCash Card

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcash_mastercard_i_cannot_withdraw_using_my_gcash_mastercard.&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
[Help Center Form](#) [Partner Support](#) [Help Center Form](#)
[Partner Support](#) [Help Center Form](#) [Help Center Form](#) [Forbearance Form](#) [Account Deletion Form](#) [Phase 2 KYC Modification Request](#) [CXM Form](#) [CXM Application](#) [Was this article helpful?](#) [Did this answer your concern?](#) [Insurance Partner](#) [B2B New Form](#) [PNP Complaints](#)

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account [Philippines \(+63\)](#)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I was charged twice when I bought load

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=load__i_was_charged_twice_when_i_bought/_borrowed_load.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Form-Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to file a complaint against collection partners or collection agent

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ggives__i_want_to_file_a_complaint_against_collection_partners_or_collection_agent

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to refund only the Online Shopping Protect Insurance Premium and my transaction is beyond 7 days

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

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Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

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I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=pay_online__online_shopping_protect__i_want_to_refund_only_the_online_shopping_protect_insurance_premium_and_my_transaction_is_beyond_7_days._

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form Help Center Form
Forbearance Form Account Deletion Form Phase 2 KYC Modification Request CXM Form CXM Application Was this article helpful? Did this answer your concern? Insurance Partner B2B New Form PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I have a problem with a payment to my GLoan Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment My payment is not yet reflecting in my account

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gloan_i_was_automatically_charged_multiple_times_in_my_gloan_account&tf_21507634387737=my_payment_is_not_yet_reflecting_in_my_account

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center Form
Partner Support Help Center Form
Help Center Form
Forbearance Form
Account Deletion Form
Phase 2 KYC Modification Request
CXM Form
CXM Application
Was this article helpful?
Did this answer your concern?
Insurance Partner
B2B New Form
PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I want to delete my GCredit account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex:
"Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcredit__i_want_to_cancel_my_gcredit_account.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Partner Support Help Center Form
Partner Support Help Center Form
Help Center Form
Forbearance Form
Account Deletion Form
Phase 2 KYC Modification Request
CXM Form
CXM Application
Was this article helpful? Did this answer your concern?
Insurance Partner
B2B New Form
PNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category-

GPO Mobile Number (old)

Please enter your mobile number in the following format: 09xxxxxxxx

GPO Mobile Number (new)

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Valid ID

GCash Pera Outlet ID

Store Name

Your Email address

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

Attachments

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=31923604935321

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center
FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI am unable to register to GCash

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GIInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSavve Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=registration__i_am_unable_to_register_to_gcash.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center
FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern Category I'm getting an error when doing Bank Transfer

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GIInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSavve Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=send_money_to_bank_i_received_an_error_unable_to_process_your_request_

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center
FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern Category I cannot access my GFunds Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GIInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSavve Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ginvest__i_am_unable_to_place_a_sell_order_on_ginvest.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center
FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash Account Philippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern Category I want to update my GSave account information

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GIInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSavve Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.(optional)

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: [https://help.gcash.com/hc/en-us/requests/new?
ticket_form_id=360000706713&ind=normal&tf_360023219534=gsave__i_want_to_change_my_mobile_number_in_gsave](https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gsave__i_want_to_change_my_mobile_number_in_gsave).

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center
FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI was deducted more than once for a single transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?(optional)I generated the QR code via Watch

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GIInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSavve Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamic, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

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ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Screenshot of transaction or error prompt

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I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=scan_to_pay_i_was_deducted_more_than_once_when_i_bought_an_item.&tf_22502501824281=qr_i_generated_the_qr_code_via_watch

Sulong Kaagapay UNAHCO Cashback Promo {#sulong-kaagapay-unahco-cashback-promo}

Path: articles/46129494593433-Sulong-Kaagapay-UNAHCO-Cashback-Promo

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [GCash Cards Dota 2 Experience 2025 Raffle](#)

- [Fuse Summer Promo 2025](#)
- [Sulong Kaagapay UNAHCO Cashback Promo](#)
- [GCrypto Rebate Promo](#)
- [CIMB PH – Earn More Promo](#)
- [Move It Summer Promo 2025](#)
- [GCash Summer 2025 Promo](#)
- [Lucky Pay Bills Promo](#)
- [HODL and Win USDC Promo](#)
- [Load Voucher Promo for Verification](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Join the **Sulong Kaagapay UNAHCO Cashback Promo** and **win GCash Credits**.

Every day, you can claim up to 100 vouchers to get GCash credits ranging from PHP 20 to PHP 100. Simply make a qualifying purchase of any of these participating products: Pigrolac, Univet, Unagro, and Yum! Yum!

Promo Period:

April 15 to September 30, 2025

Who can join?

This promo is open to all GCash users.

How can I join?

To participate in the Sulong Kaagapay UNAHCO Vouchering Campaign, follow these steps:

1. **Purchase Qualifying Products:** Buy any of the participating products: Pigrolac, Univet, Unagro, or Yum! Yum!
2. **Claim Vouchers:** You can claim up to 100 cashback vouchers per day, with voucher amounts ranging from PHP 20 to PHP 100.
3. **Notification:** After making the purchase, look out for an SMS notification about claiming your cashback voucher.

If you encounter issues with claiming or using your cashback voucher, [please click here to ask for help.](#)

[Previous](#)

Fuse Summer Promo 2025

[Next](#)

GCrypto Rebate Promo

- [GCash Cards Dota 2 Experience 2025 Raffle](#)
- [Fuse Summer Promo 2025](#)
- [Sulong Kaagapay UNAHCO Cashback Promo](#)
- [GCrypto Rebate Promo](#)
- [CIMB PH – Earn More Promo](#)
- [Move It Summer Promo 2025](#)
- [GCash Summer 2025 Promo](#)
- [Lucky Pay Bills Promo](#)
- [HODL and Win USDC Promo](#)
- [Load Voucher Promo for Verification](#)
- [Where can I check GCash Promos?](#)
- [View and use vouchers via Voucher Pocket](#)
- [I don't want to receive SMS of GCash offers and promos](#)

46129494593433

Source: <https://help.gcash.com/hc/en-us/articles/46129494593433-Sulong-Kaagapay-UNAHCO-Cashback-Promo>

TERMS AND CONDITIONS FOR AVAILMENT OF PAYONEER-GCASH WITHDRAWAL SERVICE (the “Service”) {#terms-and-conditions-for-availment-of-payoneer-gcash-withdrawal-service-the-“service”}

TERMS AND CONDITIONS FOR AVAILMENT OF PAYONEER-GCASH WITHDRAWAL SERVICE (the “Service”)

1. By linking your Payoneer account to your GCash wallet and availing of the Service, you confirm that you agree to the existing GCash Terms and Conditions and the existing Payoneer’s Legal Policies as defined in <https://www.payoneer.com/legal/> (collectively, the “Agreements”). You agree that all other provisions of the Agreements shall remain in full force and effect except to the extent amended by these terms and conditions.
2. You agree and understand that by linking your Payoneer account and availing of the Service, Payoneer and GCash shall not be held responsible for any loss or damage incurred or suffered by you on account of any (i) failure; (ii) interruption; (iii) defect; or (iv) negligent or willful misuse of the Service; or (v) consequences arising out of delayed or non-receipt of funds withdrawn through the Service.
3. GCash and Payoneer reserve the right, in their discretion, to take any action that may be available to them including to cancel, terminate, modify or suspend the Service

and/or disqualify any customer, at any time with or without notice and without any liability to such customer.

4. You agree and understand that by linking your Payoneer account, your Payoneer information may be disclosed with third parties, including service providers, regulated institutions (e.g., financial institutions), affiliated entities, and business partners such as GCash to assist in carrying out the service.

Source: https://help.gcash.com/hc/en-us/article_attachments/37226044532377

TO {#to}

90L 75 2024

REVENUE MEMORANDUM CIRCULAR NO. 079 - 2024

SUBJECT: Further Extending the Transitory Period Prior to Actual Imposition of Withholding Tax on Gross Remittances Made by Digital Financial Services Providers to Sellers/Merchants Prescribed under Revenue Regulations No. 16-2023

TO

All Revenue Officials, Employees and Others Concerned

The provisions of Revenue Memorandum Circular (RMC) No. 8-2024 prescribed a ninety (90) days transitory period prior to its actual implementation, pursuant to the provisions of Revenue Regulations (RR) No. 16-2023, for purposes of compliance by electronic marketplace operators and digital financial services providers to the relative policies or requirements of other government agencies, if any, and to give them an opportunity to adjust and properly comply with the provisions of the said RR. Subsequently, RMC No. 55-2024 was issued extending its implementation for another 90 days or until July 14, 2024.

In order to provide additional time to the digital financial services providers to finally complete their respective system adjustments for compliance with the requirements of RR No. 16-2023 and other government agencies, if any, the prescribed transitory period is hereby further extended for another ninety (90) days or until October 12, 2024.

Accordingly, all electronic marketplace operators shall impose the withholding of tax to sellers/merchants beginning July 15, 2024.

All revenue official employees and others concerned are hereby enjoined to give the Circular as wide a publicity as possible.

Source: https://help.gcash.com/hc/en-us/article_attachments/35191547222809

Tap N Pay {#tap-n-pay}

Path: sections/29803003367833-Tap-N-Pay

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[How do I use and activate Tap N' Pay?](#)

[I can't pay using GCash Tap N' Pay. What should I do?](#)

[I used Tap N' Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)

[I was charged more than once when I used Tap N' Pay. What do I do?](#)

Source: <https://help.gcash.com/hc/en-us/sections/29803003367833-Tap-N-Pay>

Terms and Conditions for the "Buy and Hold USDC get a chance to Win Php 1M" Promotion {#terms-and-conditions-for-the- "buy-and-hold-usdc-get-a-chance-to-win-php-1m" -promotion}

Promo: Buy and Hold USDC get a chance to Win USDC: Terms and Conditions

Terms and Conditions for the "Buy and Hold USDC get a chance to Win Php 1M" Promotion

1. Promo Overview: Participants can earn raffle entries and a chance to win Php 1,000,000 worth of USDC by maintaining a balance of at least 1 USDC in their GCrypto wallets during the promo period.

2. Promo Mechanics

2.1. How to Participate:

Purchase USDC directly within the GCrypto platform and maintain a balance of at least 1 USDC in your GCrypto wallet to qualify for weekly and grand prize raffle entries.

2.2. Raffle Entry Allocation: Raffle entries are based on the amount of USDC maintained per week:

- \$1 USDC = 1 raffle entry
- \$10 USD = 5 raffle entries
- \$1,000 USD = 50 raffle entries

2.3. Fractional USDC Holdings: For the purpose of determining raffle entries, USDC Holdings will be rounded down to the nearest whole number. A minimum balance of 1 USDC is required to qualify. Holdings between 1.01 and 1.99 USDC will be considered as 1 USDC, holdings between 2.01 and 2.99 USDC will be considered as 2 USDC, and so forth. Holdings below 1 USDC will not be eligible for a raffle entry.

2.4. Weekly Snapshots: Snapshots of USDC holdings will be taken every Sunday at 11:59 PM to calculate raffle entries for the weekly prizes and accumulate points toward the grand prize.

3. Prizes

3.1. Weekly Prizes:

- 50 weekly winners will each receive 20 USDC.
- Weekly winners will be announced on the Wednesday following the snapshot.
- Prizes will be credited to the winners' GCrypto wallets within 7 working days of the announcement.

3.2. Grand Prize:

- One winner will receive Php 1,000,000 worth of USDC.
- To qualify for the grand prize, participants must hold at least 1 USDC by 27 April 2025 at 11:59 PM.
- The grand prize will be credited to the winner's GCrypto wallet within 7 working days from the official announcement of the winner.

4. Eligibility

4.1. Qualified Participants:

The Promotion is open to all GCrypto users who are Know Your Customer (KYC)-verified and legal residents

of the Philippines, aged 18 years or older, who hold a minimum of 1 USDC in their GCrypto wallet at the

time of entry.

The following individuals and entities are excluded from participation:

- Employees of the promoter and promoter's partner, including their affiliates, subsidiaries, and representatives, as well as their family members up to the third degree of consanguinity;
- Agents of the promoter and promoter's partner, including their affiliates and subsidiary companies, as well as their family members;

- Any person or entity professionally connected with this promotion; and
- Any person prohibited from participating under any applicable statute, law, regulation, ordinance, rule, directive, guideline, policy, or governmental restriction in the Philippines.

Cryptocurrency transactions are subject to market risks. This Promotion is purely a marketing campaign and does not constitute an endorsement of USDC or any other digital asset. Crypto assets are not insured by the Philippine Deposit Insurance Corporation (PDIC).

5. Promo Schedule and Period: Between March 3, 2025 to April 27, 2025

5.1. Weekly Raffle Snapshots:

- Week 1: March 9, 2025
- Week 2: March 16, 2025
- Week 3: March 23, 2025
- Week 4: March 30, 2025
- Week 5: April 6, 2025
- Week 6: April 13, 2025

Week 7: April 20, 2025

5.2. Grand Raffle Snapshot: April 27, 2025, at 11:59 PM.

6. Tokens Eligible for the Promo

- USDC on Ethereum
- USDC on Solana
- USDC on Base

7. Prize Distribution

- All prizes will be distributed in USDC and transferred to the winners' GCrypto wallets.

- Weekly prizes will be credited within 7 working days after the official announcement of the winners.
- The grand prize will be credited within 7 working days after the official grand prize announcement.

8. Additional Terms

8.1. Promo Changes:

GCrypto reserves the right to modify, suspend, or terminate the promotion.

This promotion is not an investment scheme, financial product, or securities offering. Participating in the raffle does not guarantee any financial return. The value of USDC and other cryptocurrencies may fluctuate.

Participants should not consider their USDC holdings for this promotion as an investment opportunity or securities offering.

8.2. Fraud Prevention: Any attempt to defraud or abuse the promo will result in disqualification and will lead to account suspension.

8.3. Announcement of Winners:

Participant acknowledges and consents that by participating in this promo, Participant's name will be published if he/she is declared a winner.

9. For inquiries or concerns, please visit GCash Help Center: (Use this hyperlink: <https://help.gcash.com/hc/en-us/p/contact-us>).

Cryptocurrency transactions are subject to market risks. This promotion is not an endorsement of USDC or any digital asset. Crypto assets are not insured by the Philippine Deposit Insurance Corporation (PDIC).

By participating in this promotion, participants agree to release, indemnify, and hold harmless GCrypto, its parent company, affiliates, officers, employees, and agents from any claims, damages, losses, or liabilities arising from:

- a) Incorrect or inaccurate participant information;
- b) Technical failures, system malfunctions, or third-party platform issues affecting USDC transactions;
- c) Errors, delays, or unforeseen issues in raffle administration, winner selection, or prize distribution beyond GCrypto's control;
- d) USDC price fluctuations and market volatility;

- e) Unauthorized access, fraud, hacking, phishing, or security breaches beyond GCrypto's control;
- f) Regulatory restrictions, legal changes, or external factors affecting the promotion and prize availability; and
- g) Other circumstances beyond the control of GCrypto.

GCrypto makes no warranties on the stability, liquidity, or future value of USDC. Participants acknowledge all risks associated with virtual assets, including potential loss of value. GCrypto shall not be liable for any claims arising from market conditions, regulatory actions, or unforeseen events beyond its control.

Source: https://help.gcash.com/hc/en-us/article_attachments/44050317588121

The ATM did not release any money after withdrawing using my GCash Card {#the-atm-did-not-release-any-money-after-withdrawing-using-my-gcash-card}

Path: articles/30287261434009-The-ATM-did-not-release-any-money-after-withdrawing-using-my-GCash-Card

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [I can't order a GCash Card. What do I do?](#)
- [My GCash Card has not been delivered yet after 10 days. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I want a refund for a purchase I made using my GCash Card](#)
- [I can't withdraw using my GCash Card. What do I do?](#)
- [My GCash Card got stuck in the ATM. What do I do?](#)
- [The ATM did not release any money after withdrawing using my GCash Card](#)
- [I can't link my GCash Card to my GCash account. What do I do?](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you tried to withdraw money with your GCash Card but the ATM didn't release the cash, the ATM might have been **out of cash or encountered an error** during the transaction.

In this case, your money will be refunded to your GCash wallet within **1-2 working days**. GCash will work with our partner banks to fix these issues and process the refund.

If the bank confirms that the **withdrawal was successful**, an investigation will be conducted, which may take up to 10 banking days.

If the bank confirms that the **withdrawal was not successful**, the refund should appear in your GCash wallet within **2 working days**.

If you still haven't received your refund after 2 working days, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [My GCash Card got stuck in the ATM. What do I do?](#)
- [How do I withdraw cash using my GCash VISA/Mastercard Card?](#)
- [I can't withdraw using my GCash Card. What do I do?](#)
- [GCash Card Fast FAQS](#)

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30287261434009

Source: <https://help.gcash.com/hc/en-us/articles/30287261434009-The-ATM-did-not-release-any-money-after-withdrawing-using-my-GCash-Card>

The E PIN I bought from GCash was invalid What do I do {#the-e-pin-i-bought-from-gcash-was-invalid-what-do-i-do}

Path: articles/30281453006745-The-E-PIN-I-bought-from-GCash-was-invalid-What-do-I-do

ADVISORY:

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Articles in this section

- [I can't buy load using GCash. What do I do?](#)

- I didn't receive my telco or non-telco load. What do I do?
- I bought load on GCash but entered the wrong number or details. What do I do?
- I received the wrong or incomplete load credit. What do I do?
- I was charged multiple times when I bought load on GCash. What do I do?
- The E-PIN I bought from GCash was invalid. What do I do?

Promoted articles

- What are the steps to get a Fully Verified GCash account?
- Accepted IDs for GCash Verification
- How do I send money to another GCash account?

If the E-PIN you purchased via your GCash app is invalid or is not working, **go to your GCash Transaction History** and select your top-up transaction.

Tap **Need Help? > I didn't receive the load I bought** to file a ticket.

Need more Help?

For other inquiries or concerns, check out the following articles:

- I didn't receive my telco or non-telco load. What do I do?
- I bought load on GCash but entered the wrong number or details. What do I do?
- I was charged multiple times when I bought load on GCash. What do I do?

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- I can't buy load using GCash. What do I do?
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- I was charged multiple times when I bought load on GCash. What do I do?
- The E-PIN I bought from GCash was invalid. What do I do?

30281453006745

Source: <https://help.gcash.com/hc/en-us/articles/30281453006745-The-E-PIN-I-bought-from-GCash-was-invalid-What-do-I-do>

The GCash SSO Single Sign On is not working What do I do {#the-gcash-sso-single-sign-on-is-not-working-what-do-i-do}

Path: articles/29370042746137-The-GCash-SSO-Single-Sign-On-is-not-working-What-do-I-do

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Articles in this section

- [I want to update my address or work information in GCash](#)
- [I want to update my GCash email address](#)
- [I want to update my name or birthdate in my GCash account](#)
- [I want to change my mobile number linked to my GCash account](#)
- [My GCash account is on hold. How can I access my account?](#)
- [I was Fully Verified, why was my GCash account downgraded to a basic account?](#)
- [GScore](#)
- [How do I transfer money and services from my old GCash account to my new one?](#)
- [How do I claim my money from a suspended GCash Basic account?](#)
- [Why was my GCash account deactivated?](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you cannot use the GCash for Single Sign-On (SSO), please make sure:

- You have a [Fully Verified](#) GCash account.
- Your GCash account uses a Philippine-based SIM

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How to troubleshoot GCash app issues](#)
- [How to set up GCash Biometrics Login](#)
- [I'm having problems with my Account Recovery in GCash](#)
- [I can't log in to my GCash account. What do I do?](#)

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Can I create a GCash account if I did not register my SIM Card?

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How do I delete or close my GCash account?

- [I want to update my address or work information in GCash](#)
- [I want to update my GCash email address](#)
- [I want to update my name or birthdate in my GCash account](#)

- [I want to change my mobile number linked to my GCash account](#)
- [My GCash account is on hold. How can I access my account?](#)
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- [How do I transfer money and services from my old GCash account to my new one?](#)
- [How do I claim my money from a suspended GCash Basic account?](#)
- [Why was my GCash account deactivated?](#)
- [Privacy Choices Dashboard](#)
- [SIM Card Registration Frequently Asked Questions](#)
- [Can I create a GCash account if I did not register my SIM Card?](#)
- [The GCash SSO \(Single Sign-On\) is not working. What do I do?](#)
- [How do I delete or close my GCash account?](#)

29370042746137

Source: <https://help.gcash.com/hc/en-us/articles/29370042746137-The-GCash-SSO-Single-Sign-On-is-not-working-What-do-I-do>

The GCash app keeps crashing or shows a white screen when I login {#the-gcash-app-keeps-crashing-or-shows-a-white-screen-when-i-login}

Path: articles/38913561930777-The-GCash-app-keeps-crashing-or-shows-a-white-screen-when-I-login

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Articles in this section

- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
- [Bakit na-hold ang GCash account ko?](#)
- [I forgot my GCash MPIN](#)
- [I want to change my GCash MPIN](#)
- [Paano mag troubleshoot ng GCash App issues](#)
- [How to troubleshoot GCash app issues](#)
- [I think I was scammed. What do I do?](#)
- [I noticed unauthorized transactions in my GCash account. What do I do?](#)
- [The GCash app keeps crashing or shows a white screen when I login](#)
- [I want to transact offline with GCash. What do I do?](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you're an iPhone user, you may see this if your iOS version is iOS 13 and below. To log in to GCash, make sure your operating system is updated to at least iOS 14 and newer. Learn more about this advisory [here](#).

If your iOS version is updated, or if you're an Android user and you're seeing this error, please try to [troubleshoot the GCash app](#).

If your GCash app keeps crashing, [please click here to ask for help](#). A customer service representative will contact you within **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles.

- 👉 [I can't log in to my GCash account. What do I do?](#)
- 👉 [I can't log in to GCash because my device was detected as not secure](#)
- 👉 [How to troubleshoot GCash app issues](#)

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I noticed unauthorized transactions in my GCash account. What do I do?

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I want to transact offline with GCash. What do I do?

- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
- [Bakit na-hold ang GCash account ko?](#)
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- [The GCash app keeps crashing or shows a white screen when I login](#)
- [I want to transact offline with GCash. What do I do?](#)
- [How to set up GCash Biometrics Login](#)
- [How to set up GCash account security questions](#)
- [My front camera is broken. How can I use GCash?](#)
- [The selfie scan in GCash is not working. What do I do?](#)
- [Someone is trying to register a new phone on my account. What do I do?](#)
- [Ano ang GCash DoubleSafe?](#)
- [What is GCash DoubleSafe?](#)
- [Device Security](#)

38913561930777

Source: <https://help.gcash.com/hc/en-us/articles/38913561930777-The-GCash-app-keeps-crashing-or-shows-a-white-screen-when-I-login>

The page you were looking for doesn't exist {#the-page-you-were-looking-for-doesn't-exist}

Path: articles/%20%20https:

ADVISORY:

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This page is not available

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[Back to home](#)

Source: <https://help.gcash.com/hc/en-us/articles/45492960105497>

The page you were looking for doesn't exist {#the-page-you-were-looking-for-doesn't-exist}

Path: articles/45492960105497

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Path: articles/40229261757849

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[Back to home](#)

Source: <https://help.gcash.com/hc/en-us/articles/40229261757849>

The selfie scan in GCash is not working What do I do {#the-selfie-scan-in-gcash-is-not-working-what-do-i-do}

Path: articles/38911220491161-The-selfie-scan-in-GCash-is-not-working-What-do-I-do

ADVISORY:

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- [Bakit na-hold ang GCash account ko?](#)
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- [I want to change my GCash MPIN](#)
- [Paano mag troubleshoot ng GCash App issues](#)
- [How to troubleshoot GCash app issues](#)
- [I think I was scammed. What do I do?](#)
- [I noticed unauthorized transactions in my GCash account. What do I do?](#)
- [The GCash app keeps crashing or shows a white screen when I login](#)
- [I want to transact offline with GCash. What do I do?](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If your selfie scan isn't working, it could be because of lighting, your face not showing clearly, or not following the in-app instructions. Here are some tips to help make it work.

| Do's | Don'ts | --- | --- || **Use good lighting:** Take your selfie in a well-lit area. | **Avoid poor lighting:** Don't take selfies in the dark. || **Choose a simple background:** Make sure there are no people or distractions behind you. | **Don't have distractions:** Keep your background clear. || **Keep your face clear:** Make sure your face is fully visible | **Don't cover your face:** Remove obstructions such as glasses and face mask. || **Follow instructions:** Pay attention to prompts like blinking or making faces, and hold them as directed. | **Don't ignore instructions** || **Update your app:** Make sure your GCash app is the latest version. | **Don't use an outdated app** || **Wait before retrying:** If you have five failed attempts, wait 24 hours before trying again | **Don't try too often:** After **5 failed attempts**, try again after 24 hours. |

Need more Help?

For other inquiries or concerns, check out the following articles:

- [GCash DoubleSafe](#)
- [My front camera is broken. How can I use GCash?](#)
- [How to troubleshoot GCash app issues](#)
- [My GCash account verification failed. What should I do?](#)
- [I can't log in to my GCash account. What do I do?](#)

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My front camera is broken. How can I use GCash?

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Someone is trying to register a new phone on my account. What do I do?

- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
- [Bakit na-hold ang GCash account ko?](#)
- [I forgot my GCash MPIN](#)
- [I want to change my GCash MPIN](#)
- [Paano mag troubleshoot ng GCash App issues](#)
- [How to troubleshoot GCash app issues](#)
- [I think I was scammed. What do I do?](#)
- [I noticed unauthorized transactions in my GCash account. What do I do?](#)
- [The GCash app keeps crashing or shows a white screen when I login](#)
- [I want to transact offline with GCash. What do I do?](#)
- [How to set up GCash Biometrics Login](#)
- [How to set up GCash account security questions](#)
- [My front camera is broken. How can I use GCash?](#)
- [The selfie scan in GCash is not working. What do I do?](#)
- [Someone is trying to register a new phone on my account. What do I do?](#)
- [Ano ang GCash DoubleSafe?](#)

- [What is GCash DoubleSafe?](#)
- [Device Security](#)

38911220491161

Source: <https://help.gcash.com/hc/en-us/articles/38911220491161-The-selfie-scan-in-GCash-is-not-working-What-do-I-do>

There is another GCash account using my number What do I do {#there-is-another-gcash-account-using-my-number-what-do-i-do}

Path: articles/30445589228057-There-is-another-GCash-account-using-my-number-What-do-I-do

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [How do I create a new GCash account?](#)
- [Create a GCash Jr account](#)
- [I can't create or register for a GCash account. What do I do?](#)
- [I'm trying to create a GCash account but it's asking for an MPIN. What should I do?](#)
- [Is there a minimum maintaining balance required to use GCash?](#)
- [There is another GCash account using my number. What do I do?](#)
- [Why do I need to provide a selfie for my GCash account?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you're trying to create a GCash account but it says your number is already in use, it means the SIM card has been used before, and someone else had a GCash account with that number.

To continue creating your GCash account, [click here to ask for help](#), and include these details:

- Telco network
- SIM purchase date
- Prepaid or postpaid status:

Prepaid subscriber: Attach a screenshot of your phone's settings showing your number or a photo of the SIM card.

Postpaid subscriber: Attach a statement of account from your service provider.

Once submitted, a customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I want to update my mobile number registered to my GCash Account](#)
- [An unknown phone number is linked to my GCash account. What do I do?](#)
- [SIM Card Registration Frequently Asked Questions](#)
- [I can't create or register for a GCash account. What do I do?](#)

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- [I'm trying to create a GCash account but it's asking for an MPIN. What should I do?](#)
- [Is there a minimum maintaining balance required to use GCash?](#)
- [There is another GCash account using my number. What do I do?](#)
- [Why do I need to provide a selfie for my GCash account?](#)

30445589228057

Source: <https://help.gcash.com/hc/en-us/articles/30445589228057-There-is-another-GCash-account-using-my-number-What-do-I-do>

This help.gcash.com page can't be found {#this-helpgcashcom-page-can't-be-found}

This help.gcash.com page can't be found

No webpage was found for the web address: https://help.gcash.com/hc/en-us/article_attachments/44144526962457

HTTP ERROR 404

Reload

No webpage was found for the web address: https://help.gcash.com/hc/en-us/article_attachments/44144526962457

Source: https://help.gcash.com/hc/en-us/article_attachments/44144526962457

Top Up or Withdraw with GCrypto {#top-up-or-withdraw-with-gcrypto}

Path: sections/31268521864217-Top-Up-or-Withdraw-with-GCrypto

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[How can I withdraw from my GCrypto Trading Wallet?](#)

[How much are the transaction limits for the GCrypto Trading Wallet?](#)

[What is the GCrypto Trading Wallet?](#)

[How can I top up my GCrypto Trading Wallet?](#)

Source: <https://help.gcash.com/hc/en-us/sections/31268521864217-Top-Up-or-Withdraw-with-GCrypto>

Top up or Withdraw with GStocks PH {#top-up-or-withdraw-with-gstocks-ph}

Path: sections/12859311600921-Top-up-or-Withdraw-with-GStocks-PH

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[How can I top up my GStocks PH account?](#)

[How can I withdraw from my GStocks PH Wallet account?](#)

Source: <https://help.gcash.com/hc/en-us/sections/12859311600921-Top-up-or-Withdraw-with-GStocks-PH>

Top up vouchers para sa Grab Angkas riders {#top-up-vouchers-para-sa-grab-angkas-riders}

Path: articles/23366075172633-Top-up-vouchers-para-sa-Grab-Angkas-riders

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [Top up vouchers para sa Grab/Angkas riders](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Bumili ng vouchers para i-top up ang inyong Grab o Angkas wallet. Ang service na ito ay para lang sa official drivers ng Grab at Angkas.

Paano mag top up gamit ang GCash

1. Pindutin ang **Bills** sa GCash homepage
2. Sa search bar, hanapin ang **Grab Driver Voucher** or **Angkas Biker Voucher**
3. I-confirm na ikaw ay isang Grab o Angkas driver at ilagay ang top up amount at mobile number
4. Siguraduhing tama ang mga detalyeng inilagay at pindutin ang **Confirm**

Makukuha mo ang top up voucher code via SMS sa mobile number na nilagay mo.

Need more help?

Pumili ng isa sa sumusunod ayon sa isyu na nararanasan mo para humingi ng tulong sa amin:

- [Unable to buy vouchers \(Di makabili ng voucher\)](#)
- [Cannot redeem the voucher code that was sent \(Di ma-redeem ang voucher code\)](#)
- [Haven't received the voucher code \(Di pa nakuha ang voucher code\)](#)
- [Transacted a wrong top-up. \(i.e Grab instead of Angkas wallet or vice versa\) \(Maling top up\)](#)

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- Top up vouchers para sa Grab/Angkas riders

23366075172633

Source: <https://help.gcash.com/hc/en-us/articles/23366075172633-Top-up-vouchers-para-sa-Grab-Angkas-riders>

Transfer money from GCash to a bank e wallet {#transfer-money-from-gcash-to-a-bank-e-wallet}

Path: sections/360004657814-Transfer-money-from-GCash-to-a-bank-e-wallet

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

How do I transfer money to a bank/e-wallet from my GCash account?

How do I save my bank accounts for Bank Transfers using GCash?

How can I schedule a bank transfer in GCash?

Source: <https://help.gcash.com/hc/en-us/sections/360004657814-Transfer-money-from-GCash-to-a-bank-e-wallet>

Travel {#travel}

Path: sections/19291312185369-Travel

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Oona Smart Flight Delay

Malayan Insurance Travel Master with COVID-19

Standard Insurance Travel Protect International

Standard Insurance Travel Protect Saver Plus

Source: <https://help.gcash.com/hc/en-us/sections/19291312185369-Travel>

Use your GCash Card {#use-your-gcash-card}

Path: sections/30285825416473-Use-your-GCash-Card

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[How can I pay using my GCash Card?](#)

[How much are the fees and transaction limits for my GCash Card?](#)

Source: <https://help.gcash.com/hc/en-us/sections/30285825416473-Use-your-GCash-Card>

Vehicle {#vehicle}

Path: sections/19291320941593-Vehicle

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[BPI MS Compulsory Third Party Liability Insurance](#)

[FPG Insurance Compulsory Third Party Liability \(CTPL\)](#)

[Standard Insurance Car Protect](#)

[Standard Insurance Compulsory Third Party Liability \(CTPL\)](#)

Source: <https://help.gcash.com/hc/en-us/sections/19291320941593-Vehicle>

Verify Your Account {#verify-your-account}

Path: sections/360004657894-Verify-Your-Account

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[What are the steps to get a Fully Verified GCash account?](#)

[Accepted IDs for GCash Verification](#)

I don't have accepted IDs for GCash verification. What do I do?

I'm having issues with using my ePhil ID (Paper type) or Digital National ID to verify my GCash account

Ano ang mga steps para makakuha ng Fully Verified na GCash Account?

How can I submit additional documents for my GCash Jr. verification?

Hindi pa verified ang GCash account ko pagkatapos ng 3 araw. Ano ang gagawin ko?

My GCash account is still not verified after 3 days. What do I do?

My GCash account verification failed. What should I do?

Why did I receive a notification to update my GCash account information?

What happens if I don't fully verify my GCash account?

Can I get fully verified on GCash offline?

Source: <https://help.gcash.com/hc/en-us/sections/360004657894-Verify-Your-Account>

View and use vouchers via Voucher Pocket {#view-and-use-vouchers-via-voucher-pocket}

Path: articles/360017722793-View-and-use-vouchers-via-Voucher-Pocket

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [GCash Cards Dota 2 Experience 2025 Raffle](#)
- [Fuse Summer Promo 2025](#)
- [Sulong Kaagapay UNAHCO Cashback Promo](#)
- [GCrypto Rebate Promo](#)
- [CIMB PH – Earn More Promo](#)
- [Move It Summer Promo 2025](#)
- [GCash Summer 2025 Promo](#)
- [Lucky Pay Bills Promo](#)
- [HODL and Win USDC Promo](#)
- [Load Voucher Promo for Verification](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Learn how to view your active, used, and expired vouchers and use your QR voucher below!

View claimed vouchers

On your GCash app, tap Profile > Voucher Pocket to find your claimed QR Vouchers.

Use QR vouchers

Need more help?

- If your voucher isn't working, make sure that it's **not expired**. If the voucher is not expired and still not working, [click here to ask for help with your voucher](#)
- If you fulfilled all the requirements of a promo but didn't receive the reward or incentive, [click here to report this issue](#)

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Where can I check GCash Promos?

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I don't want to receive SMS of GCash offers and promos

- [GCash Cards Dota 2 Experience 2025 Raffle](#)
- [Fuse Summer Promo 2025](#)
- [Sulong Kaagapay UNAHCO Cashback Promo](#)
- [GCrypto Rebate Promo](#)
- [CIMB PH – Earn More Promo](#)
- [Move It Summer Promo 2025](#)
- [GCash Summer 2025 Promo](#)
- [Lucky Pay Bills Promo](#)
- [HODL and Win USDC Promo](#)
- [Load Voucher Promo for Verification](#)
- [Where can I check GCash Promos?](#)
- [View and use vouchers via Voucher Pocket](#)
- [I don't want to receive SMS of GCash offers and promos](#)

360017722793

Source: <https://help.gcash.com/hc/en-us/articles/360017722793-View-and-use-vouchers-via-Voucher-Pocket>

Wallet Transactions {#wallet-transactions}

Path: sections/360004695953-Wallet-Transactions

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[What are my GCash Wallet and Transaction Limits?](#)

[How do I increase my GCash wallet and transaction limits?](#)

[My GCash wallet and transaction limits did not increase even after following the steps. What do I do?](#)

[How do I view and download my GCash transaction history?](#)

[Can I create multiple GCash accounts with different numbers?](#)

Source: <https://help.gcash.com/hc/en-us/sections/360004695953-Wallet-Transactions>

Watch Pay {#watch-pay}

Path: sections/39679519116953-Watch-Pay

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

[GCash Watch Pay](#)

[I was charged more than once when I used GCash Watch Pay. What do I do?](#)

[I can't pay using GCash Watch Pay. What should I do?](#)

[I used GCash Watch Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)

Source: <https://help.gcash.com/hc/en-us/sections/39679519116953-Watch-Pay>

What are my GCash Wallet and Transaction Limits {#what-are-my-gcash-wallet-and-transaction-limits}

Path: articles/360021112894-What-are-my-GCash-Wallet-and-Transaction-Limits

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- What are my GCash Wallet and Transaction Limits?
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 - My GCash wallet and transaction limits did not increase even after following the steps. What do I do?
 - How do I view and download my GCash transaction history?
 - Can I create multiple GCash accounts with different numbers?

Promoted articles

- What are the steps to get a Fully Verified GCash account?
 - Accepted IDs for GCash Verification
 - How do I send money to another GCash account?

The wallet and transaction limits of your GCash account depend on your GCash Profile. Your transaction limits reset **every 1st day of the month**. Find out more about your GCash Wallet and Transaction Limits below.

Different Limits for your GCash Account

- **Wallet limit** - Maximum amount of funds that you can keep in your GCash
 - **Incoming Transaction Limit** - Maximum amount that you can receive in your GCash Wallet (ex: Cash In, Receive Money)
 - **Outgoing Transaction Limit** - Maximum amount that you can send to another GCash Wallet, bank, or withdrawal (ex: Send Money, Bank Transfer, Cash Out)
 - **Express Send Transaction Count Limit** - A monthly limit on the number of send & receive transactions for Express Send
 - **GCash Card Limits** - Maximum amount per transaction or per withdrawal via ATM
 - **GSave Transaction Limits** - Maximum amount that you can deposit or withdraw from your GSave account

Specific Limits per GCash Profile

PHP 1,000,000 || **Outgoing Transaction Limit**(Maximum amount that can be spent and sent in a GCash Wallet) || Daily | None | PHP 10,000 | PHP 100,000 | PHP 100,000 | PHP 500,000 || Monthly | PHP 5,000 | PHP 10,000 | None | None | PHP 1,000,000 |

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I increase my GCash wallet and transaction limits?](#)
- [How do I view and download my GCash transaction history?](#)
- [GSave Deposit and Withdrawal Transaction Limits](#)
- [GCash Card Withdrawal and Transaction Limits](#)

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How do I increase my GCash wallet and transaction limits?

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- [How do I increase my GCash wallet and transaction limits?](#)
- [My GCash wallet and transaction limits did not increase even after following the steps. What do I do?](#)
- [How do I view and download my GCash transaction history?](#)
- [Can I create multiple GCash accounts with different numbers?](#)

360021112894

Source: <https://help.gcash.com/hc/en-us/articles/360021112894-What-are-my-GCash-Wallet-and-Transaction-Limits>

What are the GCash Borrow Load fees I need to know about {#what-are-the-gcash-borrow-load-fees-i-need-to-know-about}

Path: articles/40476455413017-What-are-the-GCash-Borrow-Load-fees-I-need-to-know-about

ADVISORY:

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- [What are the GCash Borrow Load fees I need to know about?](#)
- [I have a concern with GCash Borrow Load. What do I do?](#)
- [How can I repay my GCash Borrow Load?](#)
- [What are the GCash Borrow Load promos available?](#)

- [Can I borrow load on GCash?](#)
- [I canceled my Borrow Load transaction but it still pushed through. What do I do?](#)
- [GCash Borrow Load](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

For GCash Borrow Load, there is a **one-time processing fee** for every time you borrow and **late payment penalty fees** if you pay after your due date. Check the processing fee and sample computation for late payment penalty fees below:

Processing Fee: A processing fee of **PHP 19.00 is charged on top of your convenience fee** (for SMART & TNT promos) for every Borrow Load transaction.

Late Payment Penalty: A late payment penalty equivalent to **2.5% of your outstanding balance** will be charged at **three intervals** if you miss your repayment due date:

- 1 day after the due date
- 31 days after the due date
- 61 days after the due date

Sample Late Payment Penalty Computation

For a borrowed load with a principal amount of PHP 100.00

- **Initial Borrowed Amount:** PHP 100.00
- **Processing Fee:** PHP 19.00
- **Total Amount Due on Due Date:** PHP 119.00

If you fail to pay on your due date, your late payment fees will be as follows:

1 Day Late:

- Penalty: 2.5% of PHP 100.00 = PHP 2.50
- Total Amount Due: PHP 119.00 + PHP 2.50 = PHP 121.50

31 Days Late:

- Additional Penalty: 2.5% of PHP 100.00 = PHP 2.50
- Total Amount Due: PHP 121.50 + PHP 2.50 = PHP 124.00

61 Days Late:

- Additional Penalty: 2.5% of PHP 100.00 = PHP 2.50
- Total Amount Due: PHP 124.00 + PHP 2.50 = PHP 126.50

Following the sample computation above, if you make your payment **61 days after your due date**, the total amount due would be **PHP 126.50** (for a borrowed load of P100.00).

To avoid any late payment penalty fee, please ensure timely repayments. If you have any concerns, you may [click here to ask for help](#) and a customer service representative will contact you in **1-2 working days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the GCash Borrow Load promos available?](#)
- [How can I repay my GCash Borrow Load?](#)
- [I have a concern with GCash Borrow Load. What do I do?](#)

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I have a concern with GCash Borrow Load. What do I do?

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- [Can I borrow load on GCash?](#)
- [I canceled my Borrow Load transaction but it still pushed through. What do I do?](#)
- [GCash Borrow Load](#)

40476455413017

Source: <https://help.gcash.com/hc/en-us/articles/40476455413017-What-are-the-GCash-Borrow-Load-fees-I-need-to-know-about>

What are the GCash Borrow Load promos available {#what-are-the-gcash-borrow-load-promos-available}

Path: articles/40475956597017-What-are-the-GCash-Borrow-Load-promos-available

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [What are the GCash Borrow Load fees I need to know about?](#)
- [I have a concern with GCash Borrow Load. What do I do?](#)
- [How can I repay my GCash Borrow Load?](#)
- [What are the GCash Borrow Load promos available?](#)
- [Can I borrow load on GCash?](#)
- [I canceled my Borrow Load transaction but it still pushed through. What do I do?](#)

- [GCash Borrow Load](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

The GCash Borrow Load promos available are as follows:

Globe

Product	Inclusions	Validity	Repayment Date
GOEXTRA99 8GB data for all sites + Unli texts and calls to all networks 7 Days 14 days after promo availment GO+99 Now with 5G and NEW discount vouchers!			
8GB of 5G for all sites or 8GB for your choice of apps 7 Days 14 days after promo availment Get this + 8GB for all sites, unli texts to all networks, and NEW discount vouchers			

SMART

Product	Inclusions	Validity	Repayment Date
POWER ALL 99 8GB shareable data for all sites & apps + Unli TikTok every day + Unli Allnet texts for 7 days 7 Days 14 days after promo availment ALL DATA 99 6GB shareable data for all sites 7 Days 14 days after promo availment			NEW

To check the full list of available promos, open the Load icon on the GCash app and tap **Borrow**.

Note:

A PHP 10 processing fee will be charged on top of your load convenience fees every time you borrow load.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I repay my GCash Borrow Load?](#)
- [I have a concern with GCash Borrow Load. What do I do?](#)
- [What are the GCash Borrow Load fees I need to know about?](#)

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How can I repay my GCash Borrow Load?

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Can I borrow load on GCash?

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- [I have a concern with GCash Borrow Load. What do I do?](#)
- [How can I repay my GCash Borrow Load?](#)
- [What are the GCash Borrow Load promos available?](#)
- [Can I borrow load on GCash?](#)
- [I canceled my Borrow Load transaction but it still pushed through. What do I do?](#)
- [GCash Borrow Load](#)

40475956597017

Source: <https://help.gcash.com/hc/en-us/articles/40475956597017-What-are-the-GCash-Borrow-Load-promos-available>

What are the GCash Cash In fees I need to know about {#what-are-the-gcash-cash-in-fees-i-need-to-know-about}

Path: articles/360017595774-What-are-the-GCash-Cash-In-fees-I-need-to-know-about

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [Why does my bank account unlink from GCash even though I already linked it before?](#)
- [I cashed in using international remittance but I didn't receive the money. What do I do?](#)
- [What are the GCash Cash In fees I need to know about?](#)
- [I cashed in to the wrong GCash account. What can I do?](#)
- [I transferred money or cashed in from a bank or e-wallet but I didn't receive the money. What do I do?](#)
- [I cannot link my bank to GCash. What do I do?](#)
- [I can't cash in to my GCash wallet. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Adding money to your GCash wallet is called "cashing in." Each cash-in method may have its own fee. Here's a quick guide to help you understand these fees:

Cash In via Linked Bank/Digital Wallet Account

A convenience fee will be charged for every cash in from linked accounts. The fees are as follows:

 BANK FEES EFFECTIVITY DATE 	 --- --- --- 	 BPI PHP 5 October 2, 2023
 UnionBank PHP 5 May 27, 2024 	 PayPal 1% of the Cash In amount 	March 4, 2024
 Payoneer 1% of the Cash In amount 	October 30, 2024 	

Cash In via Online Banking

Bank via InstaPay

GCash is partnered with over 40 banks. You can add funds through your bank's website or app using InstaPay. Handling fees may apply.

PayPal

You can cash in directly from your PayPal account. [Click here](#) to know how.

Cash In via Over-The-Counter

FREE for up to PHP 8,000 per month

2% fee for any exceeding amount per month

Note: Your FREE Cash In limit via over-the-counter outlets resets on the first day of the month.

Check out the sample computation below for over-the-counter cash in transactions:

||||| --- | --- | --- | | **May 1**

You cashed in Php 7,000 over-the-counter as your first cash-in for May.

As you are below the limit this is **FREE** and you will receive Php 7,000 in your GCash wallet. | The month of May Cash In | 0 | | New Cash In Transaction | 7,000 | | Monthly Free Limit | 8,000 | | Is Transaction Above Limit? | No | | Amount Above Limit | 0.00 | | Service Fee (2%) | 0.00 | | Amount Credited | 7,000 | | | | | **May 5**

You cashed in Php 1,100.

Since you have already cashed in Php 7,000 before, the additional Php 1,100 would mean you've reached the Php 8,000 limit.

Only the amount above the limit, Php 100, is subject to the 2% service fee, so the computation would be: $100 \times 0.02 = \text{Php } 2$ service fee. | May Cash In | 7,000 | | New Cash In Transaction | 1,100 | | Monthly Free Limit | 8,000 | | Is Transaction Above Limit? | Yes | | Amount Above Limit | 100 | | Service Fee (2%) | 2 | | Total Amount Credited | 1,098 | | | | | **June 1**

You cashed in Php 5,000. Since the P8,000 cash-in limit refreshes monthly, you will receive your total cash-in amount, of Php 5,000. | June Cash In | 0 | | New Cash In Transaction | 5,000 | | Monthly Free Limit | 8,000 | | Is Transaction Above Limit? | No | | Amount Above Limit | 0.00 | | Service Fee (2%) | 0.00 | | Total Amount Credited | 5,000 |

Cash In via Remittance

Cashing in via remittance is **FREE**. [Click here](#) to know how you can send/receive remittance with GCash.

If you have other concerns with your Cash In transactions, [click here to ask for help](#). A customer service representative will contact you within **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I send remittance to a GCash wallet?](#)
- [I didn't receive my cash in/remittance in my GCash wallet. What do I do?](#)
- [I cannot link my bank to GCash. What do I do?](#)
- [How do I cash in to GCash from my online banking app or website?](#)
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- [Why does my bank account unlink from GCash even though I already linked it before?](#)
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What are the GCrypto Networks and Fees I need to know about {#what-are-the-gcrypto-networks-and-fees-i-need-to-know-about}

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GCash only charges convenience fees for sending crypto. Refer to the table below for more details:

TYPE OF TRANSACTION	FEES INCURRED
Top Up or Withdraw	None
Send Crypto	Withdrawal fees associated with Send Crypto differ per coin. This includes network fees that the Sender pays.
Receive Crypto	None; The sender shoulders all network fees

You can also check the table below for the supported networks and corresponding network fees for each coin:

Cryptocurrency	Send Crypto Fees	Network
USDC	USDC (USDC)	9.9
USDC	Ethereum (ERC20)	Bitcoin (BTC) 0.001 BTC SegWit or Native SegWit
Ethereum (ETH)	0.005 ETH	Ethereum (ERC20) Tether (USDT) 9.9 USDT
Ethereum (ERC20)	0.0019 BCH	Bitcoin Cash (BCH) BCH Litecoin (LTC) 0.003 LTC LTC
Uniswap (UNI)	1.15 UNI	Uniswap (UNI) Ethereum (ERC20) Chainlink (LINK) 0.9 LINK Ethereum (ERC20)
Aave (AAVE)	0.089 AAVE	Aave (AAVE) Ethereum (ERC20) Basic Attention Token (BAT) 27 BAT Ethereum (ERC20) Enjin (ENJ) 17 ENJ Ethereum (ERC20) The Graph (GRT) 44 GRT Ethereum (ERC20) Avalanche (AVAX) 0.02 AVAX C-Chain Polkadot (DOT) 0.08 DOT Polkadot Cardano (ADA) 1.15 ADA Cardano Polygon (MATIC) 0.25 MATIC Polygon Axie Infinity Shards (AXS) 0.024 AXS Ronin Smooth Love Potion (SLP) 72 SLP Ronin Solana (SOL) 0.014 SOL Solana SushiSwap (SUSHI) 6.82 SUSHI Ethereum (ERC20) Stellar (XLM) 1.2 XLM Stellar Binance Coin (BNB) 0.0014 BNB BSC Ripple (XRP) 1.05 XRP XRP Pax Gold (PAXG) 0.015 PAXG Ethereum (ERC20) Shiba Inu

(SHIB) | 685,000 SHIB | Ethereum (ERC20) || ApeCoin (APE) | 1 APE | Ethereum (ERC20) || USDT (Tron) | 2 USDTTRX | Tron (TRC20) || Tezos (XTZ) | 0.1 XTZ | Tezos || Hedera (HBAR) | 0.8 HBAR | Hedera || Ronin (RON) | 0.0010 RON | Ronin || DogeCoin (DOGE) | 4 DOGE | DogeCoin || Paypal USD (PYUSD) | 1 PYUSD | Solana | 1 Toncoin (TON) | 0.05 TON | Toncoin || USD Coin (USDCSOL) | 1 USDCSOL | Solana | 1 USDTTRX | 4 USDTTRX | Tron || Yield Guild Games Coin (YGG) | 0.011 YGG | Ethereum || Optimism (OP) | 0.3 OP | Optimism || Near Protocol Coin (NEAR) | 0.02 NEAR | Near || Celo (CELO) | 1 CELO | Celo || USDTTON (TON) | 2 USDTTON | TON |

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How much are the transaction limits for the GCrypto Trading Wallet?](#)
- [What coins can I trade in GCrypto?](#)
- [Can I open a GCrypto account?](#)
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What are the GFunds fees I need to know about {#what-are-the-gfunds-fees-i-need-to-know-about}

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- [What is the Net Asset Value per Unit \(NAVPU\) of a Fund in GFunds?](#)

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Check out the information below to learn more about the fees for GFunds:

- **Transaction Fees:** GCash does not charge any transaction fees. You may place a Buy or Sell order anytime on the platform for free.
- **Annual Management Fees:** Our partner providers charge a small annual management fee for your total investments. This fee is automatically computed and incorporated into the daily NAVPU and market value of your investments.

The different annual trust fees for each fund are as follows:

Fund Name	Annual Trust Fee
ATRAM Philippine Sustainable Development and Growth Fund	1.75%
ATRAM Global Equity Opportunity Feeder Fund	1.15%
ATRAM Global Health Care Feeder Fund	1.15%
ATRAM Global Infra Equity Feeder Fund	1.15%
ATRAM Global Technology Feeder Fund	1.15%
ATRAM Global Consumer Trends Fund	1.15%
ATRAM Philippine Equity Smart Index Fund	1.50%
ATRAM Total Return Peso Bond Fund	1.10%
Philippine Stock Index Fund	1%
ALFM Global Multi-Asset Income Fund	1.50%
ATRAM Peso Money Market Fund	0.50%

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I buy funds in GFunds?](#)
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Check out the information below to learn more about the interest rates and fees for GGives:

- **Interest Fees:** Between **0%** and **5.49%** per month, depending on your eligibility and loan term.
- **Late Payment Fee:** 1% of your loan amount for each missed due date, plus 0.15% of your total outstanding balance each day until it's paid off.

Visit your GGives dashboard and tap on your GGives loan to see a breakdown of your monthly payments and fees.

Sample computation for a loan with a late payment fee:

Date of Purchase: June 10

Purchase Amount: P10,000 (Your principal balance)

No. of months to pay: 6 months

Monthly payment to GGives: P2,015.67 (principal balance + monthly interest) Monthly due date: 10th of the month

Sample date of Payments:

June 10 - n/a

July 10 - Amount to pay: P2,015.67 (**On-time payment**)

August 10 - No Payment made

August 15 - Amount to pay: P2,178.17 (**Late Payment**)

Late payment Fee Sample Computation:

(1% x PHP10,000) + (0.15% * 8,333.33 * 5 days)

= **P162.50**

Late Payment Fee Computation

(1% of the principal balance) + (0.15% of outstanding principal balance * number of days missed from the due date)

Need more Help?

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What are the GLoan fees I need to know about {#what-are-the-gloan-fees-i-need-to-know-about}

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Check out the information below to learn more about the interest rates and fees for GLoan:

- **Interest Fees:** Between **1.59% and 6.99%** per month, depending on your eligibility and loan amount.
- **One-time Processing Fee:** **3%** of your total loan amount, deducted from the total loan amount you will receive.
- **Late Payment Fee:** 1% of your loan amount for each unpaid installment, plus 0.15% of your total outstanding balance each day until it's paid off.

Visit your GLoan dashboard and tap your Loan Account ID to see a breakdown of your monthly payments and fees.

Sample computation for a loan with a late payment fee:

Outstanding Principal Balance = PHP 50,000

Due Date: June 10 and July 10

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How much can I borrow with GLoan?](#)

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What are the GSave Interest Rates and Transaction Limits {#what-are-the-gsave-interest-rates-and-transaction-limits}

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GSave is a digital savings account where you can secure your funds while earning interest. GSave users may open a savings account with any of our GSave Marketplace bank partners, namely CIMB, BPI, Maybank, UNO Digital Bank, Cebuana Lhuillier Rural Bank.

Here are the differences between GSave by CIMB, #MySaveUp by BPI, EzySave+ by Maybank, and #UNOReady@GCash by UNO Digital Bank, eC-Savings by Cebuana Lhuillier Rural Bank and other savings accounts of traditional banks in the Philippines:

||||||| --- | --- | --- | --- | --- | --- | **GSave by CIMB | #MySaveUp by BPI | EzySave+ by Maybank | #UNOReady by UNO | eC-Savings by Cebuana Lhuillier Rural Bank | Traditional Banks (based on average) | | Base Interest Rates | 2.6% per year | 0.0925% per year | 0.1875% per year | 3.25% (PHP 0.01 maintaining balance) 3.75%**
 (PHP 5,000 maintaining balance) | 3.5% per year | 0.11% per year | | **Minimum Deposit** | No minimum deposit | PHP 1 | No minimum deposit | No minimum deposit | No minimum deposit | P2,500 | | **Maintaining Balance** | No maintaining balance | | **Deposit Transaction Limit** | PHP 100,000 limit for non-upgraded users
 No deposit limit for upgraded users | PHP 30,000 | PHP 100,000 limit for non-verified users
 No deposit limit for Fully Verified users | No deposit limit | PHP 50,000 per day
 PHP 100,000 per month | - | | **Withdrawal Transaction Limit** | PHP 500,000 per day | PHP 20,000 per day | PHP 500,000 per day | PHP 50,000 per day
 PHP 100,000 per month | PHP 50,000 per day
 PHP 100,000 per month | - | | **Minimum Balance to earn interest** | PHP 0.01 | PHP 5,000 | PHP 0.01 | PHP 0.01 | PHP 0.01 | PHP 5,000 | | **Service Fees** | No service fees | | With service fees | | **Bank Provider** | CIMB Bank Philippines | Bank of the Philippine Islands | Maybank | UNO Digital Bank | Cebuana Lhuillier Rural Bank | - |

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Can I open a GSave by CIMB account?](#)
- [What is GSave Quick Save?](#)
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The interest rate annually in GSave by CIMB is **2.6%** with no minimum deposit and no maintaining balance.

Example Scenario:

Month eligible for 8% p.a. NTB Promo: December onwards

To calculate interest amount = (Average Daily Balance x Incremental Interest Rate x Number of days in a month) / 360) x [1- Withholding Tax (20%)]

Sample computation eligible for 8% p.a.

Average Daily Balance: | 10,000 | | Incremental Interest Rate: | 5.4% p.a.
(8% p.a. less base rate of 2.6% p.a.) | | Number of days in a month: | 31 | | Net Interest Earn: | $(10,000 \times 0.054 \times 31) / 360 \times 0.8 = \text{Php } 37.20$ |

Note: The additional interest earned will be credited to their respective GSave Account within **fourteen (14) business days** after each qualifying month. It will be in the form of account credit on top of the regular monthly base interest payout of **2.6% p.a.**

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What are the GStocks PH buy and sell fees I need to know about {#what-are-the-gstocks-ph-buy-and-sell-fees-i-need-to-know-about}

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When you buy or sell stocks in GStocks PH, certain fees and taxes may apply. Check the details below to see which ones are relevant to your transactions:

| **For Buyers** | | --- | | Philippine Stock Exchange (PSE) transaction fees | 0.005% of the gross trade amount | | Securities Clearing Corporation of the Philippines (SCCP) fees | 0.01% of the gross trade amount | | Broker's Commission | 0.25% based on the total gross amount | | Value Added Tax (VAT) | 12% of the broker's commission | | **For Sellers** | | --- | | Stock Transaction or Sales Tax (Final Withholding Tax withheld by the Broker) | 0.6% of the gross selling proceeds | | Philippine Stock Exchange (PSE) transaction fees |

0.005% of the gross selling proceeds bought || Securities Clearing Corporation of the Philippines (SCCP) fees || 0.01% of the gross selling proceeds || Broker's Commission || 0.25% based on the total gross selling proceeds || Value Added Tax (VAT) || Equivalent to 12% of the broker's commission ||

Sample computation for buying shares

Note: This is only a sample and is not a recommendation

- You purchased 1,000 BPI shares at PHP 50 (Par value is PHP 10)
- Gross amount of your purchase is PHP 50,000

The applicable fees for this transaction are:

||| --- | --- || **Transaction fees** | PHP 2.50 (found in app) || **SCCP fees** | PHP 5.00 || **Commissions** | PHP 125.00 || **VAT** | PHP 15.00 ||

Sample computation for selling shares

- You're selling 1,000 BPI shares at PHP 50 (Par value is PHP 10)
 - **Par value** is the face value of a bond or the value of a stock certificate
- The gross selling proceeds of your sale is PHP 50,000

The applicable fees for this transaction are:

||| --- | --- || **Stock Transaction Tax** | PHP 300.00 || **Transaction fees** | PHP 2.50 || **SCCP fees** | PHP 5.00 || **Commissions** | PHP 125.00 || **VAT** | PHP 15.00 ||

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I sell PH stocks in GStocks PH?](#)
- [How can I buy PH stocks in GStocks PH?](#)
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What are the applicable cash or property dividend taxes in GStocks PH {#what-are-the-applicable-cash-or-property-dividend-taxes-in-gstocks-ph}

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You may be charged a cash or property dividend tax in GStocks PH. See detailed information below for applicable cash or property dividend tax for local and resident foreign corporations:

||||---|---|| **Criteria | Final Withholding Tax** || Philippine Citizen or a Resident Foreigner | 10% on the gross amount of dividends received || Non-resident foreigners engaged in business or trade in the Philippines | 20% on the gross amount of dividends received || Non-resident foreigner not engaged in trade or business in the Philippines | 25% on the gross amount of dividends received |

Cases where residing foreign corporation cash or property dividend tax is applicable

- **Tax Rates for Residents of Treaty Countries:** If you're from a country that has a tax treaty with the Philippines, the [tax rate on dividends](#) will follow the treaty, as long as you submit all required documents.
- **Non-Resident Foreign Corporations/Individuals:** Dividends (cash or property) from a Philippine company are usually taxed at **25%**. This can be lowered to 15% if your country allows you to claim the Philippine tax as a credit, and you submit all needed documents.
- **Tax Treaty Rules:** If there's a tax treaty between the Philippines and your country, the treaty's lower tax rates apply. Without a treaty, standard Philippine tax rates will be used.
- **How to Apply for Tax Treaty Benefits:** To use the treaty's benefits, you must submit a form (BIR Form No. 0901) at least 15 days before the transaction. Attach the required documents to explain why you qualify.

Note: These rules apply only to taxes on dividends.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the GStocks PH buy and sell fees I need to know about?](#)
- [Are there dividend stocks available in GStocks PH?](#)
- [How can I change or cancel my GStocks PH order?](#)

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- [How can I update my account information in my GStocks PH account?](#)

- Are there dividend stocks available in GStocks PH?
 - What are the applicable cash or property dividend taxes in GStocks PH?
 - Can I transfer stockholdings to another Philippine stock brokerage firm in GStocks PH?
 - How can I close my GStocks PH account?

31219798745625

Source: <https://help.gcash.com/hc/en-us/articles/31219798745625-What-are-the-applicable-cash-or-property-dividend-taxes-in-GStocks-PH>

What are the deposit and withdrawal limits of my eC Savings by Cebuana Lhuillier Rural Bank {#what-are-the-deposit-and-withdrawal-limits-of-my-ec-savings-by-cebuana-lhuillier-rural-bank}

Path: articles/43849243566233-What-are-the-deposit-and-withdrawal-limits-of-my-eC-Savings-by-Cebuana-Lhuillier-Rural-Bank

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Articles in this section

- Can I open an eC-Savings GSave account?
 - What is the interest rate for eC-Savings by Cebuana Lhuillier Rural Bank?
 - What are the deposit and withdrawal limits of my eC-Savings by Cebuana Lhuillier Rural Bank?
 - How can I make a deposit to my eC-Savings GSave account?
 - How can I withdraw from my eC-Savings GSave account?
 - How do I change the mobile number linked to my eC-Savings GSave account?
 - How do I close my eC-Savings GSave account?

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- What are the steps to get a Fully Verified GCash account?
 - Accepted IDs for GCash Verification
 - How do I send money to another GCash account?

Know the deposit and withdrawal limits of your eC-Savings by Cebuana Lhuillier Rural Bank account here:

			Transaction Type	Limit per Transaction	Daily Limit	
Monthly Limit	Deposit	PHP 50,000	PHP 100,000	No Monthly Limit	Withdrawal	
		PHP 50,000	PHP 50,000	PHP 100,000		

To learn more about GSave Deposit and Withdrawal limits, please visit [GCash Wallet and Transaction Limits](#).

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I make a deposit to my eC-Savings GSave account?](#)
- [How can I withdraw from my eC-Savings GSave account?](#)
- [What is the interest rate for eC-Savings by Cebuana Lhuillier Rural Bank?](#)

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43849243566233

Source: <https://help.gcash.com/hc/en-us/articles/43849243566233-What-are-the-deposit-and-withdrawal-limits-of-my-eC-Savings-by-Cebuana-Lhuillier-Rural-Bank>

What are the features of ABCSI Online Trading Platform in GStocks PH {#what-are-the-features-of-abcsi-online-trading-platform-in-gstocks-ph}

Path: articles/31210524262297-What-are-the-features-of-ABCSI-Online-Trading-Platform-in-GStocks-PH

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- [What are the features of ABCSI Online Trading Platform in GStocks PH?](#)

- [How can I upgrade my Basic GStocks PH account to Full GStocks PH account?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

AB Capital Securities, Inc. (ABCSI) is one of the leading stock brokerage firms in the Philippines and is the pioneer of online stock trading in the country. See detailed information regarding its features below:

With GStocks PH, you'll get access to ABCSI's Online Trading Platform, for a stock trading experience within the GCash app:

- 24x7 Portfolio Access
- Stock Watchlists
- Direct Research Reports
- Direct Order Entry & Modification

As a GStocks PH user through the Online Trading Facility, you can also access information such as:

- Real-time quotes
- Intraday Charts
- Bid & Ask Column
- Philippine Stock Exchange News
- Company Disclosures
- Stock Price Alerts

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I upgrade my Basic GStocks PH account to Full GStocks PH account?](#)
- [What are the GStocks PH buy and sell fees I need to know about?](#)
- [Are there dividend stocks available in GStocks PH?](#)

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31210524262297

Source: <https://help.gcash.com/hc/en-us/articles/31210524262297-What-are-the-features-of-ABCSI-Online-Trading-Platform-in-GStocks-PH>

What are the fees or charges for pre terminating my UNOReady GCash by UNO Bank time deposit {#what-are-the-fees-or-charges-for-pre-terminating-my-unoready-gcash-by-uno-bank-time-deposit}

Path: articles/40565683940761-What-are-the-fees-or-charges-for-pre-terminating-my-UNOReady-GCash-by-UNO-Bank-time-deposit

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- [How do I link my #UNOready@GCash to the UNO Mobile app?](#)
- [What are the fees or charges for pre-terminating my #UNOReady@GCash by UNO Bank time deposit?](#)
- [Can I open a #UNOready@GCash by UNOBank account?](#)
- [What is the interest rate in #UNOready@GCash by UNOBank?](#)
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- [What is a #UNOready@GCash by UNOBank time deposit?](#)
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- [How do I close my #UNOready@GCash by UNOBank account?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you pre-terminate your time deposit account with #UNOReady@GCash by UNO Bank, a **pre-termination penalty fee** will be charged to you. Check out the penalty fees below:

|||| --- | --- || **Documentary Stamp Tax (DST) charge | Pre-termination Penalty** ||
PHP 1.50 for every PHP 200 of the principal amount. | 50% of gross interest earned if pre-terminated at the first half of the tenure || For time deposits with tenure of less than 1 year:

DST = (Original Tenure in Days / 365*) x (1.50 / 200) x Principal Amount
 *366 for a leap year | 25% of gross interest earned if pre-terminated at the second half of the tenure |

You may only withdraw the **full amount** of your time deposit.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What is a #UNOReady@GCash by UNO Bank time deposit?](#)
- [How can I pre-terminate my time deposit with #UNOReady@GCash by UNO Bank?](#)
- [How can I update the mobile number linked to my #UNOReady@GCash by UNO Bank account?](#)

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40565683940761

Source: <https://help.gcash.com/hc/en-us/articles/40565683940761-What-are-the-fees-or-charges-for-pre-terminating-my-UNOReady-GCash-by-UNO-Bank-time-deposit>

What are the interest rates in GCredit {#what-are-the-interest-rates-in-gcredit}

Path: articles/4403265843225-What-are-the-interest-rates-in-GCredit

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- [Can I apply for GCredit?](#)
- [What are the interest rates in GCredit?](#)
- [How can I use GCredit to pay?](#)
- [How can I increase my GCredit limit?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

GCredit interest rates range from **5% to 7%**, depending on how active you are on GCash. The more you use GCash, the lower your interest rate could be.

GCredit Interest Charges

Interest charges **start the day after a transaction is made** using GCredit.

The interest is calculated based on the number of days the amount is borrowed.

How to calculate GCredit interest rate

Refer to the example below to calculate your GCredit interest rate.

1. **Transaction Date:** October 1
2. **Amount Borrowed:** PHP 1,000
3. **Interest Rate:** 5%
4. **Payment Date:** October 10

Interest Calculation:

- Number of days borrowed: 9 days (October 2 to October 10)
- Daily interest rate: 5% monthly rate/ 30 days = 0.17% per day

Total interest: PHP 1,000 * 0.17% * 9 days = **PHP 15**

Total Outstanding Balance: PHP 1,000 (principal) + PHP 15 (interest) =

PHP 1,015.00

Note:

If the GCredit dues are paid within the same day of the transaction, no interest charges will be applied.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How much can I borrow with GCredit?](#)
- [How can I increase my GCredit limit?](#)
- [How can I use GCredit to pay?](#)

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- [What are the interest rates in GCredit?](#)
- [How can I use GCredit to pay?](#)
- [How can I increase my GCredit limit?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/4403265843225-What-are-the-interest-rates-in-GCredit>

What are the minimum and maximum limits for an order in GCrypto {#what-are-the-minimum-and-maximum-limits-for-an-order-in-gcrypto}

Path: articles/31305985539865-What-are-the-minimum-and-maximum-limits-for-an-order-in-GCrypto

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- [How do I use limit orders in GCrypto?](#)
- [How do I check the status of my GCrypto order?](#)
- [How can I sell crypto in GCrypto?](#)
- [What are the minimum and maximum limits for an order in GCrypto?](#)
- [How can I buy crypto in GCrypto?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

The minimum and maximum limits for an order in GCrypto refer to the smallest and largest amounts of cryptocurrency you can buy or sell in a single transaction.

GCrypto Buy/Sell Orders are processed in **real-time**, and **once payment is confirmed, they cannot be canceled**. To avoid any issues during your transaction, please review the minimum and maximum order quantities for each cryptocurrency pair.

Tap here to see the min/max quantity for orders

CRYPTOCURRENCY PAIR	MINIMUM QTY.	MAXIMUM QTY.	QTY. STEP
BTC/PHPT	0.00002	35	0.000001
ETH/PHPT	0.0005	450	0.00001
USDT/PHPT	1	1,000,000	0.01
USDC/PHPT	1	1,000,000	0.01
UNI/PHPT	0.02	50,000	0.001
LINK/PHPT	0.02	50,000	0.001
AAVE/PHPT	0.002	3,500	0.0001
BAT/PHPT	0.75	1,000,000	0.01
GRT/PHPT	0.6	1,000,000	0.01
ENJ/PHPT	0.4	800,000	0.01
LTC/PHPT	0.005	7,500	0.0001
BCH/PHPT	0.002	2,500	0.0001
AVAX/PHPT	0.01	10,000	0.001
MATIC/PHPT	0.5	500,000	0.01
DOT/PHPT	0.02	50,000	0.001
AXS/PHPT	0.01	10,000	0.001
SLP/PHPT	50	20,000,000	1
ADA/PHPT	1	1,000,000	0.01
SOL/PHPT	0.01	10,000	0.0001
BNB/PHPT	0.002	2,500	0.0001
XLM/PHPT	5	5,000,000	0.5
SUSHI/PHPT	0.25	250,000	0.01
XRP/PHPT	2	1,000,000	0.01
PAXG/PHPT	0.0005	500	0.00001
SHIB/PHPT	130,000	100,000,000	1.0
APE/PHPT	0.2	200,000	0.001
USDT (Tron)/PHPT	1.1	1,000,000	0.01
XTZ/PHPT	1.6	1,000,000	0.01
HBAR/PHPT	10	10,960,000	0.1
RON/PHPT	0.350	10,000	0.001
DOGE/PHPT	20	2,000,000	0.000001
PYUSDSOL/PHPT	1.1	1,000,000	0.01
TON/PHPT	0.16	700	0.001
USDCSOL/PHPT	2	1,000,000	0.01
USDTTRX/PHPT	1.1	1,000,000	0.0001
YGG/PHPT	0.79	3,000	0.001
OP/PHPT	0.6	50,000	0.0001
NEAR/PHPT	0.21	15,000	0.0001
CELO/PHPT	1.8	6,000	0.001
USDTTON/PHPT	1	990,000	0.0001

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I buy crypto in GCrypto?](#)
- [How can I sell crypto in GCrypto?](#)
- [How do I check the status of my GCrypto order?](#)
- [What are the GCrypto Networks and Fees I need to know about?](#)

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How can I sell crypto in GCrypto?

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- [How can I buy crypto in GCrypto?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/31305985539865-What-are-the-minimum-and-maximum-limits-for-an-order-in-GCrypto>

What are the official EU UK bank channels for Cash in {#what-are-the-official-eu-uk-bank-channels-for-cash-in}

Path: articles/38713174904985-What-are-the-official-EU-UK-bank-channels-for-Cash-in

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Articles in this section

- [How do I link my US bank account to GCash?](#)
- [What are the official US bank channels for Cash in?](#)
- [How do I cash in to GCash with a EU/UK or US Bank account?](#)
- [What are the official EU/UK bank channels for Cash in?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

For a smooth experience, use only GCash's official EU/UK bank cash-in channels

Spain

- Abanca
- Banco Cooperativo Espanol
- Banco Sabadell
- Bankia
- Bankinter
- Caixa Bank
- Caja Rural de Adamuz
- Caja Rural de Albal
- Caja Rural de Algemesi
- Caja Rural de Asturias
- Caja Rural de Baena
- Caja Rural de Canete de las Torres
- Caja Rural de Casas Ibanez
- Caja Rural de Extremadura
- Caja Rural de Fuentealamo

- Caja Rural de Gijon
- Caja Rural de Granada
- Caja Rural de Jaen
- Caja Rural de L'alcudia
- Caja Rural de Navarra
- Caja Rural de Onda
- Caja Rural de Rural Nostra
- Caja Rural de Salamanca
- Caja Rural de San Isidro Vall D'uxo
- Caja Rural de San Jose Alcora
- Caja Rural de San Jose de Almassora
- Caja Rural de Soria
- Caja Rural de Teruel
- Caja Rural de Utrera
- Caja Rural de Villamalea
- Caja Rural de Zamora
- Caja Rural del Sur
- Caja Rural El Salvador Vinaroz
- Caja Rural Group
- Caja Rural Nueva Carteya
- Caja Rural Orihuela
- Caja Rural San Isidro les Coves Vinroma
- Caja Siete
- Cajaviva
- GlobalCaja
- Ibercaja
- Revolut
- Santander
- Santander Bank
- Targobank
- Unicaja Banco

Germany

- Aachener Bank eG
- Abtsgmunder Bank -Raiffeisen- eG
- Airbus Bank GmbH
- Allgäuer Volksbank eG Kempten-Sonthofen
- Alxing-Brucker Genossenschaftsbank eG
- Bank 1 Saar eG
- Bank für Kirche und Caritas eG
- Bank für Kirche und Diakonie eG - KD-Bank
- Bank im Bistum Essen eG
- Bank11 für Privatkunden und Handel GmbH
- Bankhaus Anton Hafner KG
- Bankhaus Bauer Aktiengesellschaft
- Bankhaus E. Mayer AG
- Bankhaus Ellwanger & Geiger AG
- Bankhaus Gebr. Martin AG
- Bankhaus Max Flessa KG
- Bankhaus Rautenschlein AG
- Bayerische BodenseeBank - Raiffeisen - eG
- BayernLB
- BBBank eG

- Bensberger Bank eG
- Berkheimer Bank eG
- Berliner Sparkasse
- Berliner Volksbank eG Abteilung BIT
- Bernhauser Bank eG
- Bopfinger Bank Sechta-Ries eG
- Bordesholmer Sparkasse AG
- Bremische Volksbank eG
- BSK Reichenau
- Budenheimer Volksbank eG
- Bensberger Bank eG
- Berlinske Sparkasse
- Berlinske Volksbank eG Abteilung BIT
- Bernhauser Bank eG
- BG Berliner Sparkasse
- BG Berliner Volksbank eG
- Bopfinger Bank Sechta-Ries eG
- Bordesholmer Sparkasse AG
- Bremer LB
- Bremische Volksbank eG
- Cereabank 1897
- Commerzbank
- Cronbank AG
- CVW-Privatbank AG
- Deutsche Bank
- Dithmarscher Volks- und Raiffeisenbank eG
- DKM Darlehnskasse Münster eG
- Donau-Iller Bank eG
- Donner & Reuschel AG
- Dortmunder Volksbank eG
- Echterdinger Bank eG
- Eckernförder Bank eG Volksbank-Raiffeisenbank
- EDEKABANK AG Hamburg
- Erfurter Bank eG
- EthikBank eG
- Europabank
- Evangelische Bank eG
- Evenord-Bank eG-KG
- Förde SPK
- Fürst Fugger Privatbank Aktiengesellschaft
- Fürstlich Castell'sche Bank Credit-Casse AG
- Farbanca S.p.A.
- Fidor
- Frankenberger Bank Raiffeisenbank eG
- Frankfurter Bankgesellschaft (Deutschland) AG
- Frankfurter Sparkasse
- Frankfurter Volksbank eG
- Freisinger Bank eG Volksbank-Raiffeisenbank
- GLS Gemeinschaftsbank eG
- Gladbacher Bank AG von 1922
- GRENKE BANK AG
- Haßloch-Pfalz eG
- Hamburger Sparkasse
- Hamburger Volksbank eG

- Hannoversche Volksbank eG
- Harzer Volksbank eG
- Harzsparkasse
- HAUSBANK MÜNCHEN eG Bank für Haus- und Grundbesitz
- Heidelberger Volksbank eG
- Heidenheimer Volksbank eG
- Helgeland Sparebank
- Hoerner Bank AG
- Hürden-Emsteker Volksbank eG
- Hypo
- HYPO NOE
- Hypo Tirol Bank AG Succursale Italia
- HypoVereinsbank - HVB Online Banking
- HypoVereinsbank - UC eBanking Global
- HypoVereinsbank - UC eBanking Global - UK branch
- IBM Deutschland Kreditbank GmbH
- Internationales Bankhaus Bodensee AG
- IWBank
- Kasseler Sparkasse
- KBC Bank
- KBC Brussels Bank
- Keytrade Bank
- Kieler Volksbank eG
- KSK Ahrweiler
- KSK Anhalt-Bitterfeld
- KSK Augsburg
- KSK Böblingen
- KSK Börde
- KSK Bautzen
- KSK Bersenbrück
- KSK Biberach
- KSK Birkenfeld
- KSK Bitburg-Prüm
- KSK Döbeln
- KSK Düsseldorf
- KSK Eichsfeld
- KSK Esslingen-Nürtingen
- KSK Euskirchen
- KSK Freudenstadt
- KSK Goeppingen
- KSK Garmisch-Partenkirchen
- KSK Gelnhausen
- KSK Gotha
- KSK Grafschaft Diepholz
- KSK Groß-Gerau
- KSK Halle (Westf.)
- KSK Heidenheim
- KSK Heilbronn
- KSK Heinsberg
- KSK Herzogtum Lauenburg
- KSK Hildburghausen
- KSK Köln
- KSK Kaiserslautern
- KSK Kelheim

- KSK Kusel
- KSK Limburg
- KSK Ludwigsburg
- KSK Märkisch-Oderland
- KSK München Starnberg Ebersberg
- KSK Mayen
- KSK Melle
- KSK Miesbach-Tegernsee
- KSK Nordhausen
- KSK Nordhorn
- KSK Northeim
- KSK Ostalb
- KSK Ravensburg
- KSK Reutlingen
- KSK Rhein-Hunsrück
- KSK Rottweil
- KSK Saale-Orla
- KSK Saalfeld-Rudolstadt
- KSK Saarlouis
- KSK Saarpfalz
- KSK Schlüchtern
- KSK Schwalm-Eder
- KSK Sigmaringen
- KSK Soltau
- KSK St. Wendel
- KSK Stade
- KSK Steinfurt
- KSK Stendal
- KSK Syke
- KSK Tübingen
- KSK Traunstein-Trostberg
- KSK Tuttlingen
- KSK Verden
- KSK Vulkaneifel
- KSK Waiblingen
- KSK Walsrode
- KSK Weilburg
- KSK Wiedenbrück
- KSSK Dillingen
- KSSK Kaufbeuren
- KSSK Wasserburg
- Kurhessische Landbank eG
- Kyffhäusersparkasse Artern-Sondershausen
- La Banque Postale Corporate
- Landbank Horlofftal eG
- Landesbank Baden-Württemberg (LBBW)
- Landwirtschaftliche Rentenbank
- Leipziger Volksbank eG
- LIGA Bank eG
- Lloyds Bank (test)
- LSK Oldenburg
- Märkische Bank eG
- Münchner Bank eG
- Münsterländische Bank Thie & Co. KG

- Müritz-Sparkasse
- Mendener Bank eG
- MERKUR BANK KGaA
- Mittelbrandenburgische SPK in Potsdam
- MKB Mittelstandskreditbank AG
- MLP Finanzdienstleistungen
- Nassauische Sparkasse
- Niederrheinische Sparkasse RheinLippe
- Nord-Ostsee SPK
- NORD/LB
- Nordthüringer Volksbank eG
- Norisbank GmbH
- North Channel Bank GmbH & Co. KG
- OLB
- Onstmettinger Bank eG
- Ostfriesische Volksbank eG
- Ostsächsische Sparkasse Dresden
- OstseeSparkasse Rostock
- Otto M. Schröder Bank AG
- Pax-Bank eG Kirche und Caritas
- PSD Bank Berlin-Brandenburg eG
- PSD Bank Braunschweig eG
- PSD Bank Hannover eG
- PSD Bank Hessen-Thüringen eG
- PSD Bank Karlsruhe-Neustadt eG
- PSD Bank Kiel eG
- PSD Bank Koblenz eG
- PSD Bank München eG
- PSD Bank Nürnberg eG
- PSD Bank Nord eG
- PSD Bank Rhein-Ruhr eG
- PSD Bank RheinNeckarSaar eG
- PSD Bank West eG
- PSD Bank Westfalen-Lippe eG
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- Raiffeisenbank Aschbacher Bergland eG
- Raiffeisenbank Aschbacher Bergland eG
- Raiffeisenbank Auerbach-Freihung eG
- Raiffeisenbank Augsburger Land West eG
- Raiffeisenbank Bibertgrund eG
- Raiffeisenbank Bissingen eG
- Raiffeisenbank Bobingen eG
- Raiffeisenbank Buch-Eching eG
- Raiffeisenbank Burgebrach-Stegaurach eG
- Raiffeisenbank Butjadingen- Abbehausen eG
- Raiffeisenbank Chiemgau-Nord-Obing eG
- Raiffeisenbank CZ
- Raiffeisenbank Denzlingen-Sexau eG

- Raiffeisenbank Dietersheim und Umgebung eG
- Raiffeisenbank Donau-Heuberg eG
- Raiffeisenbank Ebrachgrund eG
- Raiffeisenbank Ehekirchen-Oberhausen eG
- Raiffeisenbank Eichenbühl und Umgebung eG
- Raiffeisenbank Eifeltor eG
- Raiffeisenbank Elbmarsch eG
- Raiffeisenbank Elsavatal eG
- Raiffeisenbank Emsland-Mitte eG
- Raiffeisenbank Erding eG
- Raiffeisenbank Erkelenz eG
- Raiffeisenbank Erlenbach eG
- Raiffeisenbank Erlenmoos eG
- Raiffeisenbank Ersingen eG
- Raiffeisenbank Eschlkam-Lam- Lohberg-Neukirchen b. Hl. Blut eG
- Raiffeisenbank Essenbach eG
- Raiffeisenbank Estenfeld-Bergtheim eG
- Raiffeisenbank Falkenstein-Wörth eG
- Raiffeisenbank Flachsmeer eG
- Raiffeisenbank Floß eG
- Raiffeisenbank Frankenhardt-Stimpfach eG
- Raiffeisenbank Frankenwinheim und Umgebung eG
- Raiffeisenbank Fränkische Schweiz eG
- Raiffeisenbank Freinsheim eG
- Medicinos Bankas
- Mediocredito del FVG
- Mendener Bank eG
- Merkur Bank KGaA
- Mittelbrandenburgische SPK in Potsdam
- MKB Mittelstandskreditbank AG
- MLP Finanzdienstleistungen
- Nagelmackers BE
- Nassauische Sparkasse
- Nest Bank
- net-m privatbank 1891 AG Aktiengesellschaft
- Niederrheinische Sparkasse RheinLippe
- Nord-Ostsee SPK
- NORD/LB
- Nordthüringer Volksbank eG
- Norisbank GmbH
- North Channel Bank GmbH & Co. KG
- NOVO BANCO
- NOVO BANCO DOS AÇORES
- NOVO BANCO DOS ACORES V3
- Novo Banco V3
- OLB
- Onstmettinger Bank eG
- Ostfriesische Volksbank eG
- Ostsächsische Sparkasse Dresden
- OstseeSparkasse Rostock
- Pommersche Volksbank eG
- Postbank (Deutsche Postbank)
- PrimaCassa Credito Cooperativo FVG
- Raiffeisen

- Raiffeisen Bank
- Raiffeisen-Bank Eschweiler eG
- Raiffeisenbank
- Raiffeisenbank Adelzhausen-Sielenbach eG
- Raiffeisenbank Aichhalden-Hardt- Sulgen eG
- Raiffeisenbank Aidlingen eG
- Raiffeisenbank Aiglsbach eG
- Raiffeisenbank Aindling eG
- Raiffeisenbank Aitrang-Ruderatshofen eG
- Raiffeisenbank Altdorf-Ergolding eG
- Raiffeisenbank Altdorf-Feucht eG
- Raiffeisenbank Alteglofsheim-Hagelstadt eG
- Raiffeisenbank Altschweier eG
- Raiffeisenbank am Dreisessel eG
- Raiffeisenbank Am Goldenen Steig eG
- Raiffeisenbank am Kulm eG
- Raiffeisenbank Anger eG
- Raiffeisenbank Aresing-Gerolsbach eG
- Raiffeisenbank Arnstorf eG
- Raiffeisenbank Aschau-Samerberg eG
- Raiffeisenbank Aschberg eG
- Raiffeisenbank Auerbach-Freihung eG
- Raiffeisenbank Augsburger Land West eG
- Raiffeisenbank Aulendorf eG
- Raiffeisenbank Austria Zagreb (RBA)
- Raiffeisenbank Böllingertal eG
- Raiffeisenbank Bühlerthal eG
- Raiffeisenbank Bütthard-Gaukönigshofen eG
- Raiffeisenbank Bad Kötzting eG
- Raiffeisenbank Bad Saulgau eG
- Raiffeisenbank Bad Schussenried eG
- Raiffeisenbank Bad Windsheim eG
- Raiffeisenbank Baisweil-Eggenthal-Friesenried eG
- Raiffeisenbank Bechhofen eG
- Raiffeisenbank Beilngries eG
- Raiffeisenbank Berghülen eG
- Raiffeisenbank Beuerberg-Eurasburg eG
- Raiffeisenbank Biberach eG
- Raiffeisenbank Bibertgrund eG
- Raiffeisenbank Bidingen eG
- Raiffeisenbank Biebergrund-Petersberg eG
- Raiffeisenbank Bissingen eG
- Raiffeisenbank Bobingen eG
- Raiffeisenbank Borken Nordhessen eG
- Raiffeisenbank Bruck eG
- Raiffeisenbank Buch-Eching eG
- Raiffeisenbank Burgebrach-Stegaurach eG
- Raiffeisenbank Burghaun eG
- Raiffeisenbank Butjadingen- Abbehausen eG
- Raiffeisenbank Chamer Land eG
- Raiffeisenbank Chiemgau-Nord-Obing eG
- Raiffeisenbank CZ
- Raiffeisenbank Denzlingen-Sexau eG
- Raiffeisenbank Dietersheim und Umgebung eG

- Raiffeisenbank Donau-Heuberg eG
- Raiffeisenbank Ebrachgrund eG
- Raiffeisenbank eG Asbach-Sorga
- Raiffeisenbank eG Böchen-Crivitz-Hagenow-Plate
- Raiffeisenbank eG Baunatal
- Raiffeisenbank eG Deggendorf-Plattling-Sonnenwald
- Raiffeisenbank eG Elztal
- Raiffeisenbank eG Offenbach / M.-Bieber
- Raiffeisenbank eG Scharrel
- Raiffeisenbank eG Unterwesterwald
- Raiffeisenbank eG, Handewitt
- Raiffeisenbank eG, Lauenburg
- Raiffeisenbank eG, Leezen
- Raiffeisenbank eG, Moormerland
- Raiffeisenbank eG, Owschlag
- Raiffeisenbank eG, Ratzeburg
- Raiffeisenbank eG, Rodenbach
- Raiffeisenbank eG, Seestermühle
- Raiffeisenbank eG, Simmerath
- Raiffeisenbank eG, Struvenhütten
- Raiffeisenbank eG, Todenbüttel
- Raiffeisenbank Ehekirchen-Oberhausen eG
- Raiffeisenbank Ehingen-Hochstraße eG
- Raiffeisenbank Eichenbühl und Umgebung eG
- Raiffeisenbank Eifeltor eG
- Raiffeisenbank Elbmarsch eG
- Raiffeisenbank Elsavatal eG
- Raiffeisenbank Emsland-Mitte eG
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- Raiffeisenbank Erkelenz eG
- Raiffeisenbank Erlenbach eG
- Raiffeisenbank Erlenmoos eG
- Raiffeisenbank Ersingen eG
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- Raiffeisenbank Estenfeld-Bergtheim eG
- Raiffeisenbank Falkenstein-Wörth eG
- Raiffeisenbank Fischenich-Kendenich eG
- Raiffeisenbank Flachsmeer eG
- Raiffeisenbank Flöß eG
- Raiffeisenbank Frankenhardt eG
- Raiffeisenbank Frankfurt am Main eG
- Raiffeisenbank Fränkisches Weinland eG
- Raiffeisenbank Frechen-Hürth eG
- Raiffeisenbank Freiensteinau eG
- Raiffeisenbank Freistadt eG
- Raiffeisenbank Freudenberg eG
- Raiffeisenbank Frickingen-Heiligenberg eG
- Raiffeisenbank Frischer Wind eG
- Raiffeisenbank Fridolfing-Garching-Burgkirchen eG
- Raiffeisenbank Friedberg-Ottmaring eG
- Raiffeisenbank Frohnhofen-Roth eG
- Raiffeisenbank Fuchstal-Landsberg am Lech eG
- Raiffeisenbank Fürth eG

- Raiffeisenbank Gaißach eG
- Raiffeisenbank Gauting-Pasing eG
- Raiffeisenbank Gensingen eG
- Raiffeisenbank Geretsried eG
- Raiffeisenbank Gerolzhofen eG
- Raiffeisenbank Gilching eG
- Raiffeisenbank Glonn eG
- Raiffeisenbank Gmund am Tegernsee eG
- Raiffeisenbank Goch-Kevelaer-Weeze eG
- Raiffeisenbank Gottenheim eG
- Raiffeisenbank Grafenau eG
- Raiffeisenbank Grafling eG
- Raiffeisenbank Grainet eG
- Raiffeisenbank Greding-Thalmässing eG
- Raiffeisenbank Griesstätt-Halfig eG
- Raiffeisenbank Grimma eG
- Raiffeisenbank Gruibingen eG
- Raiffeisenbank Gymnich eG
- Raiffeisenbank Hächberg eG
- Raiffeisenbank Hallertau eG
- Raiffeisenbank Hardt-Bruhrain eG
- Raiffeisenbank Heilsbronn-Windsbach eG
- Raiffeisenbank Hengersberg-Schöllnach eG
- Raiffeisenbank Heroldsbach eG
- Raiffeisenbank Hersbruck eG
- Raiffeisenbank HessenNord eG
- Raiffeisenbank Hiltenfingen eG
- Raiffeisenbank Hirschau eG
- Raiffeisenbank Hochfranken West eG
- Raiffeisenbank Hohenloher Land eG
- Raiffeisenbank Holzkirchen-Otterfing eG
- Raiffeisenbank Ichenhausen eG
- Raiffeisenbank im Allgäuer Land eG
- Raiffeisenbank im Breisgau eG
- Raiffeisenbank im Donautal eG
- Raiffeisenbank im Fuldaer Land eG
- Raiffeisenbank im Grabfeld eG
- Raiffeisenbank im Kreis Calw eG
- Raiffeisenbank im Landkreis Passau-Nord eG
- Raiffeisenbank im Oberland eG
- Raiffeisenbank im Oberpfälzer Jura eG
- Raiffeisenbank Irrel eG
- Raiffeisenbank Isar-Loisachtal eG
- Raiffeisenbank Jettingen-Scheppach eG
- Raiffeisenbank Käps-Mitwitz-Stockheim eG
- Raiffeisenbank Kaarst eG
- Raiffeisenbank Kaiserstuhl eG
- Raiffeisenbank Kalbe-Bismark eG
- Raiffeisenbank Kastellaun eG
- Raiffeisenbank Kehrig eG
- Raiffeisenbank Kempten-Oberallgäu eG
- Raiffeisenbank Kieselbronn eG
- Raiffeisenbank Kirchweihtal eG
- Raiffeisenbank Kirtorf eG

- Raiffeisenbank Kissing-Mering eG
- Raiffeisenbank Kitzinger Land eG
- Raiffeisenbank Knoblauchsland eG
- Raiffeisenbank Kreis Kelheim eG
- Raiffeisenbank Lorup eG
- Raiffeisenbank Mötzingen eG
- Raiffeisenbank München-Nord eG
- Raiffeisenbank München-Süd eG
- Raiffeisenbank Maßbach eG
- Raiffeisenbank Main-Spessart eG
- Raiffeisenbank Maitis eG
- Raiffeisenbank Mecklenburger Seenplatte eG
- Raiffeisenbank Mehring-Leiwen eG
- Raiffeisenbank Mehrstetten eG
- Raiffeisenbank Mittelschwaben eG
- Raiffeisenbank Mittenwald eG
- Raiffeisenbank Moselkrampen eG
- Raiffeisenbank Mutlangen eG
- Raiffeisenbank Nördliche Bergstraße eG
- Raiffeisenbank Nördlingen eG
- Raiffeisenbank Nahe eG
- Raiffeisenbank Neumarkt i.d.OPf. eG
- Raiffeisenbank Neumarkt- St. Veit - Reischach eG
- Raiffeisenbank Neustadt eG
- Raiffeisenbank Neustadt-Vohenstrauß eG
- Raiffeisenbank Niedere Alb eG
- Raiffeisenbank Niederwallmenach eG
- Raiffeisenbank Nordkreis Landsberg eG
- Raiffeisenbank Oberaudorf eG
- Raiffeisenbank Oberes Gäu eG
- Raiffeisenbank Oberferrieden-Burgthann eG
- Raiffeisenbank Oberland eG
- Raiffeisenbank Obermain Nord eG
- Raiffeisenbank Oberpfalz NordWest eG
- Raiffeisenbank Oberpfalz Süd eG
- Raiffeisenbank Oberteuringen-Meckenbeuren eG
- Raiffeisenbank Oberursel eG
- Raiffeisenbank Oldenburg eG
- Raiffeisenbank Ortenburg-Kirchberg v.W. eG
- Raiffeisenbank Ostprignitz - Ruppin eG
- Raiffeisenbank Ottenbach eG
- Raiffeisenbank Parkstetten eG
- Raiffeisenbank Pfaffenhausen eG
- Raiffeisenbank Pfaffenhofen a.d.Glonn eG
- Raiffeisenbank Pfaffenwinkel eG
- Raiffeisenbank Pfeffenhausen- Rottenburg-Wildenberg eG
- Raiffeisenbank Plankstetten AG
- Raiffeisenbank Raisting eG
- Raiffeisenbank Rastede eG
- Raiffeisenbank Rattiszell-Konzell eG
- Raiffeisenbank Regensburg-Wenzenbach eG
- Raiffeisenbank Regenstauf eG
- Raiffeisenbank Rehling eG
- Raiffeisenbank Reute-Gaisbeuren eG

- Raiffeisenbank Ried eG
- Raiffeisenbank Riedenburg-Lobsing eG
- Raiffeisenbank Rosenstein eG
- Raiffeisenbank Roth-Schwabach eG
- Raiffeisenbank RSA eG
- Raiffeisenbank Rupertiwinkel eG
- Raiffeisenbank Südhardt eG
- Raiffeisenbank Südl. Bayerischer Wald eG
- Raiffeisenbank Südliches Ostallgäu eG
- Raiffeisenbank Südstormarn Mölln eG
- Raiffeisenbank Schafheim eG
- Raiffeisenbank Schrobenhausener Land eG
- Raiffeisenbank Schrozberg- Rot am See eG
- Raiffeisenbank Schwaben Mitte eG
- Raiffeisenbank Schwabmünchen eG
- Raiffeisenbank Seebachgrund eG
- Raiffeisenbank Singoldtal eG
- Raiffeisenbank Sinzing eG
- Raiffeisenbank Sondelfingen eG
- Raiffeisenbank St. Wolfgang-Schwindkirchen eG
- Raiffeisenbank Stauden eG
- Raiffeisenbank Steingaden eG
- Raiffeisenbank Steinheim eG
- Raiffeisenbank Strücklingen- Idafeln eG
- Raiffeisenbank Straubing eG
- Raiffeisenbank Sulzbach-Rosenberg eG
- Raiffeisenbank Tüngental eG
- Raiffeisenbank Türkheim eG
- Raiffeisenbank Taufkirchen-Oberneukirchen eG
- Raiffeisenbank Thannhausen eG
- Raiffeisenbank Thurnauer Land eG
- Raiffeisenbank Unteres Inntal eG
- Raiffeisenbank Unteres Vilstal eG
- Raiffeisenbank Unteres Zusamtal eG
- Raiffeisenbank Volkacher Mainschleife - Wiesentheid eG
- Raiffeisenbank Volkmarsen eG
- Raiffeisenbank Vordersteinenberg eG
- Raiffeisenbank Voreifel eG
- Raiffeisenbank Wüstenselbitz eG
- Raiffeisenbank Wald-Görisried eG
- Raiffeisenbank Waldaschaff-Heigenbrücken eG
- Raiffeisenbank Wallgau-Krün eG
- Raiffeisenbank Wangen eG
- Raiffeisenbank Wegscheid eG
- Raiffeisenbank Weissenburg-Gunzenhausen eG
- Raiffeisenbank Welling eG
- Raiffeisenbank Werratal-Landeck eG
- Raiffeisenbank Wesermarsch-Süd eG
- Raiffeisenbank Westallgäu eG
- Raiffeisenbank Westeifel eG
- Raiffeisenbank Westhausen eG
- Raiffeisenbank Westkreis Fürstenfeldbruck eG
- Raiffeisenbank Wiesedermeer- Wiesede-Marcardsmoor eG
- Raiffeisenbank Wimsheim-Mönsheim eG

- Raiffeisenbank Wyhl eG
- Raiffeisenbank Zeller Land eG
- Raiffeisenbank Zorneding eG
- Raiffeisenbank Tattenhausen-Großkarolinenfeld eG
- Raiffeisenkasse Erbes-Büdesheim und Umgebung eG
- Rhön-Rennsteig SPK
- Rheingauer Volksbank eG
- Rosbacher Raiffeisenbank eG
- Rostocker Volks- und Raiffeisenbank eG
- Rottaler Raiffeisenbank eG
- Royal Bank of Scotland
- Royal Bank of Scotland Bankline
- Royal Bank of Scotland ClearSpend
- RSB Retail+Service Bank GmbH
- Südtiroler Sparkasse AG Niederlassung München
- Südwestbank AG
- Saalesparkasse
- SaarLB
- Salzlandsparkasse
- Santander
- Scharnhauser Bank eG
- Schoellerbank
- Schrobenhausener Bank eG
- Sparkasse an der Lippe
- Sparkasse der Homburgischen Gemeinden
- SPK Aachen
- SPK Aichach-Schrobenhausen
- SPK Allgäu
- SPK Altötting-Mühldorf
- SPK Altenburger Land
- SPK Altmark West
- SPK Am Niederrhein
- SPK Amberg-Sulzbach
- SPK Ansbach
- SPK Arnsberg-Sundern
- SPK Arnstadt-Ilmenau
- SPK Aschaffenburg-Alzenau
- SPK Attendorn-Lennestadt-Kirchhundem
- SPK Aurich-Norden
- SPK Böhl
- SPK Bad Hersfeld-Rotenburg
- SPK Bad Kissingen
- SPK Bad Neustadt a.d. Saale
- SPK Bad Oeynhausen - Porta Westfalica
- SPK Bad Tölz-Wolfratshausen
- SPK Baden-Baden Gaggenau
- SPK Bamberg
- SPK Barnim
- SPK Battenberg
- SPK Bayreuth
- SPK Beckum-Wadersloh
- SPK Bensheim
- SPK Berchesgadener Land
- SPK Bergkamen-Bönen

- SPK Bielefeld
- SPK Bochum
- SPK Bodensee
- SPK Bonndorf-Stühlingen
- SPK Bottrop
- SPK Bremen
- SPK Burbach-Neunkirchen
- SPK Burgenlandkreis
- SPK Celle
- SPK Chemnitz
- SPK Coburg-Lichtenfels
- SPK Düren
- SPK Dachau
- SPK Darmstadt
- SPK Deggendorf
- SPK Dieburg
- SPK Dillenburg
- SPK Donauwörth
- SPK Donnersberg
- SPK Dortmund
- SPK Duderstadt
- SPK Duisburg
- SPK Einbeck
- SPK Elbe-Elster
- SPK Elmshorn
- SPK Emden
- SPK Emsland
- SPK Engen-Gottmadingen
- SPK Ennepetal-Breckerfeld
- SPK Erding-Dorfen
- SPK Erlangen Höchstadt Herzogenaurach
- SPK Eschenbach Neustadt (a.d. Waldnaab)
- SPK Essen
- SPK Fürstenfeldbruck
- SPK Fürth
- SPK Finnentrop
- SPK Forchheim
- SPK Freiburg-Nördlicher Breisgau
- SPK Freising
- SPK Freyung-Grafenau
- SPK Fulda
- SPK Göttingen
- SPK Günzburg-Krumbach
- SPK Gutersloh-Rietberg
- SPK Gelsenkirchen
- SPK Gengenbach
- SPK Gera-Greiz
- SPK Germersheim Kandel
- SPK Geseke
- SPK Gevelsberg-Wetter
- SPK Gießen
- SPK Gifhorn-Wolfsburg
- SPK Gladbeck
- SPK Grünberg

- SPK Gummersbach-Bergneustadt
- SPK Gunzenhausen
- SPK Höxter
- SPK HagenHerdecke
- SPK Hameln-Weserbergland
- SPK Hamm
- SPK Hanau
- SPK Hanauerland
- SPK Hannover
- SPK Harburg-Buxtehude
- SPK Haslach-Zell
- SPK Hattingen
- SPK Hegau-Bodensee
- SPK Heidelberg
- SPK Herford
- SPK Herne
- SPK Hilden-Ratingen-Velbert
- SPK Hildesheim Goslar Peine
- SPK Hochfranken
- SPK Hochrhein
- SPK Hochsauerland
- SPK Hochschwarzwald
- SPK Hohenlohekreis
- SPK Holstein
- SPK im Landkreis Cham
- SPK im Landkreis Schwandorf
- SPK IngolstadtEichstätt
- SPK Iserlohn
- SPK Jena-Saale-Holzland
- SPK Jerichower Land
- SPK KölnBonn
- SPK Karlsruhe
- SPK Kierspe-Meinerzhagen
- SPK Koblenz
- SPK Kraichgau
- SPK Krefeld
- SPK Kulmbach-Kronach
- SPK Lörrach-Rheinfelden
- SPK Lüdenscheid
- SPK Lüneburg
- SPK Landsberg-Dießen
- SPK Landshut
- SPK Langen-Seligenstadt
- SPK Laubach-Hungen
- SPK LeerWittmund
- SPK Lemgo
- SPK Leverkusen
- SPK Lippstadt
- SPK Märkisches Sauerland Hemer - Menden
- SPK Mülheim a.d. Ruhr
- SPK Münden
- SPK Münsterland-Ost
- SPK Mainfranken Würzburg
- SPK Mainz

- SPK Mansfeld-Südharz
- SPK Marburg-Biedenkopf
- SPK Markgräflerland
- SPK Mecklenburg-Nordwest
- SPK Mecklenburg-Schwerin
- SPK Mecklenburg-Strelitz
- SPK Meißen
- SPK Memmingen-Lindau-Mindelheim
- SPK Merzig-Wadern
- SPK Meschede
- SPK Miltenberg-Obernburg
- SPK Minden-Lübbecke
- SPK Mittelfranken-Süd
- SPK Mittelholstein AG
- SPK Mittelmosel-Eifel-Mosel-Hunsrück
- SPK Mittelsachsen
- SPK Mittelthüringen
- SPK Moosburg
- SPK Muldental
- SPK Nördlingen
- SPK Nürnberg
- SPK Neckartal-Odenwald
- SPK Neu-Ulm-Illertissen
- SPK Neubrandenburg-Demmin
- SPK Neuburg-Rain
- SPK Neumarkt i.d.OPf.-Parsberg
- SPK Neunkirchen
- SPK Neuss
- SPK Neustadt a.d. Aisch-Bad Windsheim
- SPK Neuwied
- SPK Niederbayern-Mitte
- SPK Niederlausitz
- SPK Nienburg
- SPK Oberhessen
- SPK Oberland
- SPK Oberlausitz-Niederschlesien
- SPK Oberpfalz Nord
- SPK Odenwaldkreis
- SPK Oder-Spree
- SPK Offenburg/Ortenau
- SPK Olpe-Drolshagen-Wenden
- SPK Osnabrück
- SPK Osterode am Harz
- SPK Ostprignitz-Ruppin
- SPK Paderborn-Detmold
- SPK Parchim-Lübz
- SPK Passau
- SPK Pfaffenhofen
- SPK Pforzheim Calw
- SPK Pfullendorf-Meßkirch
- SPK Prignitz
- SPK Radevormwald-Hückeswagen
- SPK Rastatt-Gernsbach
- SPK Regen-Viechtach

- SPK Regensburg
- SPK Rhein Neckar Nord
- SPK Rhein-Haardt
- SPK Rhein-Maas
- SPK Rhein-Nahe
- SPK Riezlern
- SPK Rosenheim-Bad Aibling
- SPK Rotenburg Osterholz
- SPK Rottal-Inn
- SPK Südholstein
- SPK Südl. Weinstr. Landau
- SPK Saarbrücken
- SPK Salem-Heiligenberg
- SPK Schaumburg
- SPK Scheeßel
- SPK Schwäbisch Hall-Crailsheim
- SPK Schwarzwald-Baar
- SPK Schweinfurt-Haßberge
- SPK Siegen
- SPK SoestWerl
- SPK Sonneberg
- SPK Spree-Neiße
- SPK Sprockhövel
- SPK St.Blasien
- SPK Stade - Altes Land
- SPK Starkenburg
- SPK Staufen-Breisach
- SPK Suedwestpfalz
- SPK Tauberfranken
- SPK Trier
- SPK Uckermark
- SPK Uecker-Randow
- SPK Uelzen Lüchow-Dannenberg
- SPK Ulm
- SPK UnnaKamen
- SPK Unstrut-Hainich
- SPK Vest Recklinghausen
- SPK Vogtland
- SPK Vorderpfalz
- SPK Vorpommern
- SPK Waldeck-Frankenberg
- SPK Werra-Meißner
- SPK Westerwald-Sieg
- SPK Westholstein
- SPK Westmünsterland
- SPK Wetzlar
- SPK Wiesental
- SPK Wilhelmshaven
- SPK Witten
- SPK Wittenberg
- SPK Wittgenstein
- SPK Wolfach
- SPK Worms-Alzey-Ried
- SPK Zollernalb

- SPK zu Lübeck AG
- SPK Zwickau
- Spreewaldbank eG
- SSK Augsburg
- SSK Bad Honnef
- SSK Bad Pyrmont
- SSK Bad Sachsa
- SSK Barsinghausen
- SSK Blomberg/Lippe
- SSK Bocholt
- SSK Borken
- SSK Burgdorf
- SSK Cuxhaven
- SSK Düsseldorf
- SSK Delbrück
- SSK Dessau
- SSK Grebenstein
- SSK Haan (Rheinland)
- SSK Haltern am See
- SSK Kaiserslautern
- SSK Langenfeld (Rheinland)
- SSK Lengerich
- SSK Mönchengladbach
- SSK München
- SSK Magdeburg
- SSK Oberhausen
- SSK Offenbach
- SSK Rahden
- SSK Remscheid
- SSK Rheine
- SSK Schmallenberg
- SSK Schwalmstadt
- SSK Schwedt
- SSK Schwelm
- SSK Schwerte
- SSK Solingen
- SSK Versmold
- SSK Wedel
- SSK Wermelskirchen
- SSK Wunstorf
- SSK Wuppertal
- St. Galler Kantonalbank Deutschland AG
- Stadt- und Kreissparkasse Leipzig
- Steyler Bank GmbH
- Steyler Bank GmbH
- Sylter Bank eG
- Taunus Sparkasse
- Triodos Bank N.V. Deutschland
- UBS Germany
- UNION-BANK AG
- VakifBank International AG, Wien ZN Deutschland
- VBU Volksbank im Unterland eG
- VerbundVolksbank OWL eG
- Vereinigte Raiffeisenbank Burgstädt eG

- Vereinigte Raiffeisenbanken Gräfenberg-Forchheim-Eschenu-Heroldsberg eG
- Vereinigte Sparkasse im Märkischen Kreis
- Vereinigte Volksbank eG Ganderkesee-Hude-Bookholzberg-Lemwerder
- Vereinigte Volksbank eG Saarlouis-Losheim am See-Sulzbach/Saar
- Vereinigte Volksbank eG, Brakel
- Vereinigte Volksbank eG, Sindelfingen
- Vereinigte Volksbank Münster eG
- Vereinigte Volksbank Raiffeisenbank eG, Reinheim
- Vereinigte Volksbank Raiffeisenbank eG, Wittlich
- Vereinigte VR Bank eG, Wyk auf Föhr
- Vereinigte VR Bank Kur- und Rheinpfalz eG
- Vereinte Volksbank eG
- Volks- und Raiffeisenbank eG
- Volks- und Raiffeisenbank Fürstenwalde Seelow-Wriezen eG
- Volks- und Raiffeisenbank Muldental eG
- Volks- und Raiffeisenbank Prignitz eG
- Volks- und Raiffeisenbank Saale-Unstrut eG
- Volks- und Raiffeisenbank Saarpfalz eG
- Volksbank - Raiffeisenbank Vilshofen eG
- Volksbank Überherrn eG
- Volksbank Überwald-Gorxheimertal eG
- Volksbank Albstadt eG
- Volksbank Aller-Weser eG
- Volksbank Allgäu-Oberschwaben eG
- Volksbank Altshausen eG
- Volksbank Alzey-Worms eG
- Volksbank am Württemberg eG
- Volksbank Ammerbuch eG
- Volksbank an der Niers eG
- Volksbank Anröchte eG
- Volksbank Ascheberg-Herbern eG
- Volksbank Bönen eG
- Volksbank Börde-Bernburg eG
- Volksbank Bösle eG
- Volksbank Bühl eG
- Volksbank Backnang eG
- Volksbank Bad Salzuflen eG
- Volksbank Bad Saulgau eG
- Volksbank Baden-Baden Rastatt eG
- Volksbank Baiersbronn Murgtal eG
- Volksbank Bakum eG
- Volksbank Baumberge eG
- Volksbank Beckum-Lippstadt eG
- Volksbank Beilstein-Ilsfeld-Abstatt eG
- Volksbank Berg eG
- Volksbank Bielefeld-Gütersloh eG
- Volksbank Bigge-Lenne eG
- Volksbank Blaubeuren eG
- Volksbank Bocholt eG
- Volksbank Bochum Witten eG
- Volksbank Bramgau-Wittlage eG
- Volksbank Brandoberndorf eG
- Volksbank Braunlage eG
- Volksbank Breisgau Nord eG

- Volksbank Breisgau-Markgräflerland eG
- Volksbank Bremen-Nord eG
- Volksbank Brenztal eG
- Volksbank Brilon-Büren-Salzkotten eG
- Volksbank Bruchsal-Bretten eG
- Volksbank Bruhrain-Kraich-Hardt eG
- Volksbank Butzbach eG
- Volksbank Chemnitz eG
- Volksbank Dünnwald-Holweide eG
- Volksbank Düren eG
- Volksbank Düsseldorf Neuss eG
- Volksbank Daaden eG
- Volksbank Dammer Berge eG
- Volksbank Darmstadt - Südhessen eG
- Volksbank Deisslingen eG
- Volksbank Delbrück-Hövelhof eG
- Volksbank Delitzsch eG
- Volksbank Demmin eG
- Volksbank Dessau-Anhalt eG
- Volksbank Dettenhausen eG
- Volksbank Dortmund-Nordwest eG
- Volksbank Dreieich eG
- Volksbank Dreiländereck eG
- Volksbank Dresden-Bautzen eG
- Volksbank eG - Die Gestalterbank
- Volksbank eG Bad Laer-Borgloh-Hilter-Melle
- Volksbank eG Braunschweig Wolfsburg
- Volksbank eG Bremerhaven-Cuxland
- Volksbank eG Delmenhorst Schierbrok
- Volksbank eG Gera · Jena · Rudolstadt
- Volksbank eG Horb-Freudenstadt
- Volksbank eG Konstanz
- Volksbank eG Mosbach
- Volksbank eG Osterholz-Scharmbeck
- Volksbank eG Südheide - Isenhagener Land - Altmark
- Volksbank eG Schwarzwald Baar Hegau
- Volksbank eG Wümme-Wieste
- Volksbank eG Westrhauderfehn
- Volksbank eG, Überlingen
- Volksbank eG, Adelebsen
- Volksbank eG, Fredenbeck
- Volksbank eG, Gardelegen
- Volksbank eG, Grebenhain
- Volksbank eG, Hildesheim-Lehrte-Pattensen
- Volksbank eG, Köthen-Bitterfeld
- Volksbank eG, Löningen
- Volksbank eG, Nienburg
- Volksbank eG, Sangerhausen
- Volksbank eG, Seesen
- Volksbank eG, Sulingen
- Volksbank eG, Syke
- Volksbank eG, Waltrop
- Volksbank eG, Warendorf
- Volksbank eG, Wolfenbüttel

- Volksbank Eifel eG
- Volksbank Eisenberg eG
- Volksbank Elsen-Wewer-Borchen eG
- Volksbank Elsterland eG
- Volksbank Emmerich-Rees eG
- Volksbank Emstal eG
- Volksbank Emstek eG
- Volksbank Enniger-Ostenfelde-Westkirchen eG
- Volksbank Erft eG
- Volksbank Erle eG
- Volksbank Ermstal-Alb eG
- Volksbank Esens eG
- Volksbank Essen-Cappeln eG
- Volksbank Esslingen eG
- Volksbank Ettlingen eG
- Volksbank Euskirchen eG
- Volksbank Eutin Raiffeisenbank eG
- Volksbank Feldatal eG
- Volksbank Filder eG
- Volksbank Flein-Talheim eG
- Volksbank Franken eG
- Volksbank Freiburg eG
- Volksbank Friedrichshafen-Tettnang eG
- Volksbank Göppingen eG
- Volksbank Gebhardshain eG
- Volksbank Geest eG
- Volksbank Geeste-Nord eG
- Volksbank Gemen eG
- Volksbank Gescher eG
- Volksbank Glan-Münchweiler eG
- Volksbank GMHütte-Hagen-Bissendorf eG
- Volksbank Greven eG
- Volksbank Gronau-Ahaus eG
- Volksbank Haaren eG
- Volksbank Halle (Saale) eG
- Volksbank Halle/Westf. eG
- Volksbank Hameln-Stadthagen eG
- Volksbank Hamm / Sieg eG
- Volksbank Haselünne eG
- Volksbank Heiden eG
- Volksbank Heilbronn eG
- Volksbank Heimbach eG
- Volksbank Heinsberg eG
- Volksbank Hellweg eG
- Volksbank Herford-Mindener Land eG
- Volksbank Herrenberg-Nagold-Rottenburg eG
- Volksbank Heuchelheim eG
- Volksbank Hochrhein eG
- Volksbank Hohenlimburg eG
- Volksbank Hohenlohe eG
- Volksbank Hohenzollern-Balingen eG
- Volksbank Hunsrück-Nahe eG
- Volksbank im Bergischen Land eG
- Volksbank im Harz eG

- Volksbank im Hochsauerland eG
- Volksbank im Wesertal eG
- Volksbank Immenstadt eG
- Volksbank in der Hohen Mark eG
- Volksbank in Südwestfalen eG
- Volksbank in Schaumburg eG
- Volksbank Jerichower Land eG
- Volksbank Jever eG
- Volksbank Köln Bonn eG
- Volksbank Kaiserslautern eG
- Volksbank Kamen-Werne eG
- Volksbank Karlsruhe eG
- Volksbank Kassel Göttingen eG
- Volksbank Kempen-Grefrath eG
- Volksbank Kierspe eG
- Volksbank Kirnau eG
- Volksbank Klettgau-Wutöschingen eG
- Volksbank Kleverland eG
- Volksbank Kraichgau eG
- Volksbank Krautheim eG
- Volksbank Krefeld eG
- Volksbank Kurpfalz eG
- Volksbank Löbau-Zittau eG
- Volksbank Lübbecker Land eG
- Volksbank Lübeck eG
- Volksbank Lüneburger Heide eG
- Volksbank Lahr eG
- Volksbank Laichinger Alb eG
- Volksbank Langendernbach eG
- Volksbank Lastrup eG
- Volksbank Lauterbach-Schlitz eG
- Volksbank Lauterecken eG
- Volksbank Leonberg-Strohgäu eG
- Volksbank Limbach eG
- Volksbank Lindenberg eG
- Volksbank Lingen eG
- Volksbank Lohne-Mühlen eG
- Volksbank Ludwigsburg eG
- Volksbank Möckmühl eG
- Volksbank Mönchengladbach eG
- Volksbank Münsingen eG
- Volksbank Münsterland Nord eG
- Volksbank Magdeburg eG
- Volksbank Main-Tauber eG
- Volksbank Mainspitze eG
- Volksbank Marl-Recklinghausen eG
- Volksbank Meßkirch eG Raiffeisenbank
- Volksbank Meerbusch eG
- Volksbank Mindener Land eG
- Volksbank Mittelhessen eG
- Volksbank Mittlerer Neckar eG
- Volksbank Mittlerer Schwarzwald eG
- Volksbank Mittleres Erzgebirge eG
- Volksbank Mittweida eG

- Volksbank Neckartal eG
- Volksbank Neuenkirchen-Vörden eG
- Volksbank Niedergrafschaft eG
- Volksbank Niederrhein eG
- Volksbank Nordhümmling eG
- Volksbank Nordharz eG
- Volksbank Nordschwarzwald eG
- Volksbank Nottuln eG
- Volksbank Ober-Mörlen eG
- Volksbank Oberberg eG
- Volksbank Ochtrup-Laer eG
- Volksbank Oldenburg eG
- Volksbank Olpe-Wenden-Drolshagen eG
- Volksbank Osnabrück eG
- Volksbank Ostlippe eG
- Volksbank Oyten eG
- Volksbank Pforzheim eG
- Volksbank Pfullendorf eG
- Volksbank Pirna eG
- Volksbank Plochingen eG
- Volksbank Raesfeld eG
- Volksbank Raiffeisenbank Bad Kissingen eG
- Volksbank Raiffeisenbank Bayern Mitte eG
- Volksbank Raiffeisenbank Dachau eG
- Volksbank Raiffeisenbank eG Itzehoe Norderstedt Hohenwestedt
- Volksbank Raiffeisenbank eG, Bad Oldesloe
- Volksbank Raiffeisenbank Fürstenfeldbruck eG
- Volksbank Raiffeisenbank Meißen Großenhain eG
- Volksbank Raiffeisenbank Nürnberg eG
- Volksbank Raiffeisenbank Niederschlesien eG
- Volksbank Raiffeisenbank Nordoberpfalz eG
- Volksbank Raiffeisenbank Oberbayern Südost eG
- Volksbank Raiffeisenbank Regensburg-Schwandorf eG
- Volksbank Raiffeisenbank Rhön-Grabfeld eG
- Volksbank Raiffeisenbank Rosenheim-Chiemsee eG
- Volksbank Raiffeisenbank Würzburg eG
- Volksbank Rathenow eG
- Volksbank Remseck eG
- Volksbank Reutlingen eG
- Volksbank Rhede eG
- Volksbank Rhein-Erft-Köln eG
- Volksbank Rhein-Lahn-Limburg eG
- Volksbank Rhein-Lippe eG
- Volksbank Rhein-Nahe-Hunsrück eG
- Volksbank Rhein-Ruhr eG
- Volksbank Rhein-Wehra eG
- Volksbank RheinAhrEifel eG
- Volksbank Rheinböllen eG
- Volksbank Riesa eG
- Volksbank Rietberg eG
- Volksbank Rot eG
- Volksbank Rottweil eG
- Volksbank Ruhr Mitte eG
- Volksbank Süd-Emsland eG

- Volksbank Südkirchen-Capelle-Nordkirchen eG
- Volksbank Südmünsterland-Mitte eG
- Volksbank Sandhofen eG
- Volksbank Sauerland eG
- Volksbank Schermbeck eG
- Volksbank Schlangen eG
- Volksbank Schnathorst eG
- Volksbank Schupbach eG
- Volksbank Schwanewede eG
- Volksbank Schwarzwald-Donau-Neckar eG
- Volksbank Seligenstadt eG
- Volksbank Selm-Bork eG
- Volksbank Senden eG
- Volksbank Solling eG
- Volksbank Spree-Neiße eG
- Volksbank Sprockhövel eG
- Volksbank Störmede-Hörste eG
- Volksbank Stade-Cuxhaven eG
- Volksbank Staufen eG
- Volksbank Stendal eG
- Volksbank Stutensee-Weingarten eG
- Volksbank Stuttgart eG
- Volksbank Sulmtal eG
- Volksbank Trier eG
- Volksbank Trossingen eG
- Volksbank Uelzen-Salzwedel eG
- Volksbank Ulm-Biberach eG
- Volksbank Ulrichstein eG
- Volksbank Vechta eG
- Volksbank Versmold eG
- Volksbank Viersen eG
- Volksbank Visbek eG
- Volksbank Vogtland eG
- Volksbank Vorbach-Tauber eG
- Volksbank Vorpommern eG
- Volksbank Welzheim eG
- Volksbank Weschnitztal eG
- Volksbank Westenholz eG
- Volksbank Westerkappeln-Saerbeck eG
- Volksbank Westerstede eG
- Volksbank Wewelsburg-Ahden eG
- Volksbank Wismar eG
- Volksbank Wickede (Ruhr) eG
- Volksbank Wilhelmshaven eG
- Volksbank Winsener Marsch eG
- Volksbank Wittenberg eG
- Volksbank Wittgenstein eG
- Volksbank Worpswede eG
- Volksbank Wulfsen eG
- Volksbank Zuffenhausen eG
- Volksbank Zwickau eG
- Volksbank-Raiffeisenbank Amberg eG
- Volksbank-Raiffeisenbank Deggingen eG
- Volksbank-Raiffeisenbank Dingolfing eG

- Volksbank-Raiffeisenbank Glauchau eG
- Volksbank-Raiffeisenbank Laupheim-Illertal eG
- Volksbank-Raiffeisenbank Riedlingen eG
- VR Bank Alzey-Land-Schwabenheim eG
- VR Bank Augsburg-Ostallgäu eG
- VR Bank Bad Orb-Gelnhausen eG
- VR Bank Bamberg-Forchheim eG
- VR Bank Bayreuth-Hof eG
- VR Bank Burglengenfeld eG
- VR BANK Dinklage-Steinfeld eG
- VR Bank eG Bergisch Gladbach-Leverkusen
- VR Bank eG Heuberg-Winterlingen
- VR Bank eG, Alsheim
- VR Bank eG, Monheim am Rhein
- VR Bank Enz plus eG
- VR Bank Fulda eG
- VR Bank HessenLand eG
- VR Bank Hohenneuffen-Teck eG
- VR Bank in Holstein eG
- VR Bank Kitzingen eG
- VR Bank Lahn-Dill eG
- VR Bank Lausitz eG
- VR Bank München Land eG
- VR Bank Main-Kinzig-Büdingen eG
- VR Bank Mittelhaardt eG
- VR Bank Mittlere Oberpfalz eG
- VR Bank Neuburg-Rain eG
- VR Bank Neumünster eG
- VR Bank Niederbayern-Oberpfalz eG
- VR Bank Nord eG
- VR Bank Oberfranken Mitte eG
- VR Bank Oldenburg Land eG
- VR Bank Oldenburg Land West eG
- VR Bank Ostholstein Nord - Plön eG
- VR Bank Ravensburg-Weingarten eG
- VR Bank Rhein-Mosel eG
- VR Bank Rhein-Neckar eG
- VR Bank Südliche Weinstraße-Wasgau eG
- VR Bank Südpfalz eG
- VR Bank Südtüringen eG
- VR Bank Schleswig-Mittelholstein eG
- VR Bank Schwäbisch Hall-Crailsheim eG
- VR Bank Starnberg-Herrsching-Landsberg eG
- VR Bank Tübingen eG
- VR Bank Untertaunus eG
- VR Bank Weimar eG
- VR Bank Westküste eG
- VR Bank Westthüringen eG
- VR GenoBank DonauWald eG
- VR meine Bank eG
- VR meine Raiffeisenbank eG
- VR PartnerBank eG Chattengau-Schwalm-Eder
- VR PLUS Altmark-Wendland eG
- VR-Bank Altenburger Land eG

- VR-Bank Asperg-Markgröningen eG
- VR-Bank Bad Salzungen Schmalkalden eG
- VR-Bank Bonn eG
- VR-Bank Coburg eG
- VR-Bank Donau-Mindel eG
- VR-Bank Dornstetten-Horb eG
- VR-Bank eG Magstadt-Weissach
- VR-Bank eG Osnabrücker Nordland
- VR-Bank eG Schopfheim-Maulburg
- VR-Bank eG, Alzenau
- VR-Bank eG, Schwerin
- VR-Bank eG, Würselen
- VR-Bank Ehningen-Nufringen eG
- VR-Bank Eisenach-Ronshausen eG
- VR-Bank Ellwangen eG
- VR-Bank Erding eG
- VR-Bank Erlangen-Höchstadt- Herzogenaurach eG
- VR-Bank Feuchtwangen-Dinkelsbühl eG
- VR-Bank Fichtelgebirge- Frankenwald eG
- VR-Bank Fläming eG
- VR-Bank Freudenberg-Niederfischbach eG
- VR-Bank Gerolzhofen eG
- VR-Bank Handels- und Gewerbebank eG
- VR-Bank Hunsrück-Mosel eG
- VR-Bank in Mittelbaden eG
- VR-Bank in Südniedersachsen eG
- VR-Bank in Südoldenburg eG
- VR-Bank Isar-Vils eG
- VR-Bank Ismaning Hallbergmoos Neufahrn eG
- VR-Bank Landau-Mengkofen eG
- VR-Bank Landsberg-Ammersee eG
- VR-Bank Landshut eG
- VR-Bank Langenau-Ulmer Alb eG
- VR-Bank Lichtenfels-Ebern eG
- VR-Bank Memmingen eG
- VR-Bank Mitte eG
- VR-Bank Mittelfranken West eG
- VR-Bank Mittelsachsen eG
- VR-Bank Neckar-Enz eG
- VR-Bank Neu-Ulm eG
- VR-Bank Nordeifel eG
- VR-Bank NordRhön eG
- VR-Bank Ostalb eG
- VR-Bank Ostbayern-Mitte eG
- VR-Bank Passau eG
- VR-Bank Rhein-Sieg eG
- VR-Bank Rottal-Inn eG
- VR-Bank Südwestpfalz eG Pirmasens - Zweibrücken
- VR-Bank Schweinfurt eG
- VR-Bank Spangenberg-Morschen eG
- VR-Bank Taufkirchen-Dorfen eG
- VR-Bank Uckermark-Randow eG
- VR-Bank Werdenfels eG
- VR-Bank Westmünsterland eG

- VR Bankverein Bad Hersfeld-Rotenburg eG
- VSK Emsdetten-Ochtrup
- VSK Goch-Kevelaer-Weeze
- Waldecker Bank eG
- Wartburg-Sparkasse
- Weberbank
- WEG Bank AG
- Weser-Elbe Sparkasse
- Westerwald Bank eG Volks- und Raiffeisenbank
- Wiesbadener Volksbank eG
- Winterbacher Bank eG
- Wirecard Bank AG
- Zevener Volksbank eG

Italy

- Allianz Bank Financial Advisors S.p.A.
- Banca 5 S.p.A.
- Banca Adria Colli Euganei
- Banca Akros
- Banca Aletti
- BANCA ALPI MARITTIME CARRU'
- BANCA ALTA TOSCANA
- Banca Carige
- BANCA CENTROPADANA
- Banca Cesare Ponti
- BANCA CRAS TOSCANO SIENA
- BANCA CREMASCA E MANTOVANA
- BANCA DEL CATANZARESE
- BANCA DEL CILENTO E DELLA LUCANIA
- BANCA DELL'ELBA
- BANCA DELLA VALSASSINA
- BANCA DI ANDRIA
- BANCA DI ANGHIARI E STIA C.C.
- Banca di Bologna
- BANCA DI FORMELLO
- BANCA DI MONASTIER E DEL SILE
- BANCA DI PESARO
- BANCA DI PESCIA E CASCINA
- Banca di Sassari
- BANCA DI TARANTO BCC
- BANCA DI UDINE
- Banca Euromobiliare
- banca fideuram s.p.a.
- Banca Galileo S.p.A
- banca IMI s.p.a.
- Banca Mediolanum
- Banca Monte dei Paschi di Siena Spa
- Banca Monte di Lucca
- Banca Passadore & C. S.p.A.
- BANCA PATAVINA DI SANTELENA E PIOVE DI SACCO
- Banca Patrimoni Sella & C.
- Banca Popolare Cassinate
- Banca Popolare Cortona

- Banca Popolare dell'Alto Adige S.p.A.
- Banca Popolare di Sondrio
- Banca Popolare Lajatico
- Banca Popolare Vesuviana
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- Banca Regionale di Sviluppo S.p.A.
- BANCA SAN FRANCESCO
- Banca Sella
- Banca Sicana
- BANCA SVILUPPO S.P.A.
- BANCA TERRE ETRUSCHE E DI MAREMMA
- BANCA VALDICHIANA DI CHIUSI E MONTEPULCIANO
- BANCA VERONESE DI CONCamarise
- BANCA VERSILIA LUNIGIANA E GARFAGNANA
- BANCA WIDIBA SPA
- BancaTer Credito Cooperativo FVG
- Banco di Sardegna
- BANCO FIORENTINO-MUGELLO IMPRUNETA SIGNA-CRED.COOP
- Banco Marchigiano Credito Cooperativo
- Banco Montepio
- Banco Português de Gestão
- Banco Santander Totta
- BancoBPM
- BCC ABRUZZESE CAPPELLE SUL TAVO
- BCC AGRIGENTINO
- BCC AGROBRESCIANO
- BCC Alberobello e Sammichele
- BCC Alta Murgia
- BCC Alto Tirreno
- BCC Alto Vicentino
- BCC Anagni
- BCC Annia
- BCC Aquara
- BCC Basilicata
- BCC Bene Vagienna
- BCC Bergamasca e Orobica
- BCC BERGAMO E VALLI
- BCC Brescia
- BCC BRIANZA E LAGHI
- BCC CAMPANIA CENTRO CRA
- BCC CANOSA LOCONIA
- BCC Caraglio-Cuneese-Riviera dei Fiori
- BCC Carso
- BCC Casalgrasso e S. Albano Stura
- BCC Cassano delle Murge
- BCC Castagneto Carducci
- BCC Castelli e Iblei
- BCC Castelli Romani
- BCC Centro Calabria
- BCC Centro Emilia
- BCC Centro Lazio
- BCC Cherasco
- BCC Circeo
- BCC Conversano

- BCC CRA DI PALIANO
- BCC Credito Cooperativo Friuli
- BCC Credito Etneo
- BCC Crotonese
- BCC DEGLI ULIVI TERRA DI BARI
- BCC DEI COLLI ALBANI
- BCC DEL BASSO SEBINO
- BCC DEL GARDA - BCC COLLI MORENICI DEL GARDA
- BCC DEL METAURO
- BCC DEL VALDARNO
- BCC DELL'ADRIATICO TERAMANO
- BCC DELL'OGLIO E DEL SERIO
- BCC DELLA VALLE DEL TRIGNO
- BCC DI ALTOFONTE E CACCAMO
- BCC DI ARBOREA
- BCC DI BARI
- BCC DI BASCIANO
- BCC DI BELLEGRA
- BCC DI BORGHETTO LODIGIANO
- BCC DI BUCCINO E DEI COMUNI CILENTANI
- BCC DI BUONABITACOLO
- BCC DI BUSTO GAROLFO E BUGUGGIATE
- BCC DI CAGLIARI
- BCC DI CAPACCIO PAESTUM E SERINO S.C.
- BCC DI CARATE BRIANZA
- BCC DI CARAVAGGIO ADDA E CREMASCO CR
- BCC DI CASTIGLIONE MESSER RAIMONDO E PIANELLA
- BCC DI CITTANOVA
- BCC DI GAMBATESA
- BCC DI GAUDIANO DI LAVELLO
- BCC DI LEZZENO
- BCC DI MILANO
- BCC DI MONTEPAONE
- BCC DI MOZZANICA
- BCC DI NAPOLI
- BCC DI NETTUNO
- BCC DI OSTRA E MORRO D'ALBA
- BCC DI OSTRA VETERE
- BCC DI OSTUNI
- BCC DI PACHINO
- BCC DI PONTASSIEVE
- BCC DI PRATOLA PELIGNA
- BCC DI PUTIGNANO SCPA
- BCC DI RIANO
- BCC DI ROMA
- BCC DI SAN BIAGIO PLATANI
- BCC DI SAN CALOGERO E MAIERATO - BCC DEL VIBONESE
- BCC DI SPINAZZOLA
- BCC DI TERRA D'OTRANTO
- BCC DI TRIUGGIO E DELLA VALLE DEL LAMBRO
- BCC DI VALLEDOLMO
- BCC Don Rizzo - Alcamo
- BCC DON STELLA DI RESUTTANO
- BCC Emilbanca

- BCC Erchie
- BCC Felsinea
- BCC Flumeri
- BCC G. TONILO DI SAN CATALDO
- BCC Gran Sasso d'Italia
- BCC La Riscossa di Regalbuto
- BCC Laudense-Lodi
- BCC Lazio Nord
- BCC LEVERANO
- BCC Locorotondo
- BCC LONGI VALLE DEL FITALIA R.L.
- BCC Malatestiana
- BCC Marca
- BCC Marina di Ginosa
- BCC MEDIOCRAZI
- BCC Monopoli
- BCC Monte Pruno
- BCC MUTUO SOCCORSO DI GANGI
- BCC Pianfei e Rocca de Baldi
- BCC PORDENONESE
- BCC Prealpi
- BCC Ravennate
- BCC Romagna Occidentale
- BCC S. Biagio del Veneto Orientale
- BCC S. Giorgio Quinto Valle Agno
- BCC S. Giovanni Rotondo
- BCC S. Marco dei Cavoti e Sannio Calvi
- BCC S. Marzano di S. Giuseppe
- BCC SAN GIUSEPPE DI MUSSOMELI
- BCC SAN GIUSEPPE DI PETRALIA SOTTANA
- BCC SAN MICHELE DI CALTANISSETTA E PIETRAPERZIA
- BCC Sangro Teatina
- BCC Santeramo in Colle
- BCC Sarsina
- BCC Scafati e Cetara
- BCC Spello e Bettone
- BCC Staranzano e Villesse
- BCC TERRA DI LAVORO S. VINCENZO DE' PAOLI SCPA
- BCC Territorio Lombardo
- BCC Trevigiano
- BCC Turriaco
- BCC UMBRIA
- BCC VALDARNO FIORENTINO BANCA DI CASCIA
- BCC Valdostana
- BCC VALPOLICELLA BENACO BANCA
- BCC Velino
- BCC VICENTINO POJANA MAGGIORE
- Fiditalia
- Findomestic Banca S.p.A.
- Friulovest Banca
- Guber Banca S.p.A.
- ICCREA BANCA
- Illimity
- Intesa Sanpaolo

- intesa sanpaolo private banking s.p.a.
- IWBank
- Banca IFIS S.p.A. - IMMOBILIARE Italy
- Banca IFIS S.p.A. - LEASING Italy
- Banca IFIS S.p.A. - OTHER Italy
- Banca IFIS S.p.A. - SOffer Italy
- Mediocredito del FVG
- Nexi
- Paytipper
- Poste Italiane S.p.A., À Patrimonio BancoPosta
- Poste Italiane S.p.A., À Patrimonio BancoPosta (Annex)
- PostePay S.p.A
- PrimaCassa Credito Cooperativo FVG
- Riviera Banca
- RomagnaBanca
- RovigoBanca
- UBI Banca
- UniCredit SpA
- VIVAL BANCA

United Kingdom

- Allied Irish Bank - Business
- Allied Irish Bank - Personal
- American Express
- B Bank
- Bank of Ireland
- Bank of Ireland (UK) Business
- Bank of Scotland
- Bank of Scotland Business
- Bank of Scotland Commercial
- Barclaycard Commercial Payments
- Barclaycard UK
- Barclays Bank
- Barclays Bank Business
- Barclays Corporate
- Barclays Wealth
- Clydesdale Bank
- Coutts & Company
- Danske Bank - Business
- Danske Bank - Personal
- First Direct Bank
- First Trust Bank - Business
- First Trust Bank - Personal
- Halifax
- Halifax Business
- HSBC Bank - Business
- HSBC Bank - Personal
- HSBC Kinetic
- ING Wholesale Banking
- Lloyds Bank
- Lloyds Bank (test)
- Lloyds Bank Business
- Lloyds Bank Commercial

- Marks & Spencer Financial Services
- Monzo Bank
- Nationwide Building Society
- NatWest Bank
- NatWest Bank Bankline
- NatWest Bank ClearSpend
- Pingit
- Revolut
- Royal Bank of Scotland
- Royal Bank of Scotland Bankline
- Royal Bank of Scotland ClearSpend
- Sainsbury Bank
- Santander Bank
- Soldo
- Starling Bank
- Tesco Bank
- TransferWise
- TSB Bank
- UBS United Kingdom
- Ulster Bank
- Ulster Bank Bankline
- Ulster Bank ClearSpend
- Virgin Money
- Virgin Money (test)
- Yorkshire Bank
- Yorkshire Building Society

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- [How do I link my US bank account to GCash?](#)
- [I didn't receive my cash in/remittance in my GCash wallet](#)
- [I cannot link my bank to GCash. What do I do?](#)

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38713174904985

Source: <https://help.gcash.com/hc/en-us/articles/38713174904985-What-are-the-official-EU-UK-bank-channels-for-Cash-in>

What are the official US bank channels for Cash in {#what-are-the-official-us-bank-channels-for-cash-in}

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For a smooth experience, use only GCash's official US bank cash-in channels

US Banks

Tap to view the list of US Bank cash in channels

- Academy Bank
- Access Bank - Personal
- ACSC (Auto Club Southern California)
- AIG Federal Savings Bank
- Alcatel-Lucent Pension Website
- Alliant Credit Union
- American Express
- Ally Bank
- Apmex
- Arvest Bank - Online Banking
- Aspiration
- Avenue - Credit Card
- Bank of America
- Bank of England (AR)
- Bank of the West (TX) - Personal
- BankWest
- Barclaycard
- BMO Bank of Montreal
- Branch

- Central Bank
- Chase Bank
- CIBC
- Citizens Bank
- Commerce Bank
- Commonwealth Bank (MA)
- Commonwealth Funds - Client Access
- Cross River Bank - Personal
- Desjardins
- Discover
- E*TRADE Financial
- Empower Federal Credit Union
- Equity Bank
- Fifth Third Bank
- First Advantage - Personal
- First Bank
- Firstrade
- FNB
- FNB Bank (KY)
- GAM
- Goldman Sachs Private Wealth Management
- Goldmoney
- Heritage Bank of Nevada
- Huntington Bank
- Interactive Brokers - US
- Intralinks
- KeyBank
- LendUp
- M1 Finance
- Magnolia Federal Credit Union
- Marcus by Goldman Sachs
- Mercury
- Meridian
- Merrill Edge
- Merrill Lynch
- Metropolitan Commercial Bank (NY) - Personal
- Morgan Stanley Client Serv
- Mos
- Nationwide Advantage Mortgage
- Navy Federal Credit Union
- NEA Member Benefits
- Nelnet - Student Loan Servicer
- North Shore Bank
- Novo
- Oxygen
- Pinnacle Bank (CA) - Personal
- Prudential Retirement
- Regions Bank
- RIA Federal Credit Union
- Santander - Personal
- Scotiabank
- ShareKhan
- Signature Bank
- Silvergate Bank - Personal Online Banking

- Stage
- Standard Bank - Personal
- State Bank of India (California) - Personal
- State Farm 529 Savings Plan
- Step
- Sterling Bank and Trust
- Summit Bank - Business
- Sutton Bank (OH) - Online Banking
- Synchrony Bank
- Tangerine - Personal
- TD Bank
- Trust Point - Sungard Asset Management Systems
- TSX - My Stock List
- U.S. Bank
- Union Bank
- Vanguard
- Wells Fargo

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What are the steps to get a Fully Verified GCash account {#what-are-the-steps-to-get-a-fully-verified-gcash-account}

Path: articles/360017722393-What-are-the-steps-to-get-a-Fully-Verified-GCash-account

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Learn how to fully verify your GCash account with this step-by-step guide! This quick tutorial covers the GCash verification process, requirements, and tips to complete your GCash account setup easily through the app within 3 days.

What are the requirements for verification?

One valid government ID. Make sure your ID is NOT damaged or expired.

Minors and foreign nationals may also need to submit additional documents.

How do I verify my GCash account?

Tap which scenario applies to you to find out how to have your GCash Account Fully Verified:

Filipino Citizen 18+ years old with PH Sim

1. On your GCash app, tap **Profile > Verify Now**
2. Tap **Get Started**
3. Read through all the requirements and reminders. Tap **Next**
4. Enter the 6-digit authentication code sent to your mobile number. Tap **Next**
5. Input your birthday and confirm if you are a Filipino citizen. Tap **Next**
6. Select the government ID you wish to submit for verification. Tap **Select ID**
7. Scan your ID and take a selfie scan
8. Review your account information and tap **Submit**

You'll be led to a page that confirms your application to be fully verified.

Minor (Filipino) 7-17 years old with a PH Sim

Note: In order to proceed with verification, please make sure your parent is a Fully Verified GCash user.

1. On your GCash app, tap **Profile > Verify Now**
2. Tap **Get Started**
3. Read through all the requirements and reminders. Tap **Next**
4. Enter the 6-digit authentication code sent to your mobile number. Tap **Next**
5. Input your birthday and confirm if you are a Filipino citizen. Tap **Next**
6. Select the government ID you wish to submit for verification. Tap **Select ID**
7. Scan your ID and take a selfie scan
8. Review your account information and tap **Confirm**
9. Upload a selfie of your parent holding your ID and a photo of your original or copy of your PSA Birth Certificate
10. Review your account information and tap **Submit**

You'll be led to a page that confirms your application to be fully verified.

Foreign National with a PH Sim

Note: In order to proceed with verification, please make sure you have your Alien/Immigrant Certificate of Registration.

1. On your GCash app, tap **Profile > Verify Now**
2. Tap **Get Started**
3. Read through all the requirements and reminders. Tap **Next**
4. Enter the 6-digit authentication code sent to your mobile number. Tap **Next**
5. Input your birthday and choose your nationality. Tap **Next**
6. Select the government ID you wish to submit for verification. Tap **Select ID**
7. Scan your ID and take a selfie scan
8. Review your account information and tap **Submit**

You'll be led to a page that confirms your application to be fully verified.

You will receive an update about your verification after **3 days**.

If you are a Filipino GCash user with a foreign sim, you can [click here to learn how to Get Fully Verified with GCash overseas](#).

Check out the articles below about verifying your GCash account

- 👉 [Accepted IDs for GCash Verification](#)
- 👉 [My GCash account is still not verified after 3 days. What do I do?](#)
- 👉 [My GCash account verification failed. What should I do?](#)

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What are the telco load convenience fees in GCash {#what-are-the-telco-load-convenience-fees-in-gcash}

Path: articles/900005872843-What-are-the-telco-load-convenience-fees-in-GCash

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- [How can I use GCash to buy load?](#)
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Your telco load convenience fee depends on your chosen product and load amount*. Check out the fees below:

Globe

||| --- | --- || **Fee | Load Amount*** || PHP 1 | PHP 1- PHP 98 || PHP 2 | PHP 99 and above |

SMART

||| --- | --- || **Fee | Load Amount*** || PHP 2 | PHP 1- PHP 98 || PHP 3 | PHP 99 and above |

*The load amount is the Suggested Retail Price of the load or data package availed before any discounts or promos

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I use GCash to buy load?](#)
- [I can't buy load using GCash. What do I do?](#)
- [I didn't receive my telco or non-telco load. What do I do?](#)

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What can I do with my GCash VISA Mastercard Card {#what-can-i-do-with-my-gcash-visa-mastercard-card}

Path: articles/360017730834-What-can-I-do-with-my-GCash-VISA-Mastercard-Card

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- [How can I order a GCash VISA Card?](#)
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- [How do I withdraw cash using my GCash VISA/Mastercard Card?](#)
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The GCash Card is available only to Fully Verified GCash users. It's a **prepaid debit card** linked to your GCash account, offering a range of benefits, including secure access to your funds. The card is personalized with your name, based on the information you provided during verification.

Services available with GCash Card:

- 1. Manage your funds:** You can **link your GCash Card directly to your GCash Account** through the app.
- 2. Pay globally:** You have various transaction options with your GCash Card, allowing you to make payments at **over 35.9 million merchants**. - The GCash VISA/Mastercard card has **no foreign exchange fee** for international transactions, but the **exchange rate at the time of purchase will apply**. You can check the GCash app for the conversion of your wallet balance to the current foreign exchange rate.
- 3. Withdraw cash easily:** You can withdraw money from any BancNet ATM in the Philippines and card-enabled ATMs worldwide.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [GCash Card Fast FAQS](#)
- [How can I order a GCash VISA Card?](#)
- [How can I pay using my GCash Card?](#)
- [How do I withdraw cash using my GCash VISA/Mastercard Card?](#)
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What coins can I trade in GCrypto {#what-coins-can-i-trade-in-gcrypto}

Path: articles/9781218166041-What-coins-can-I-trade-in-GCrypto

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The coins offered in GCrypto include some of the most well-known digital assets, giving you access to a broad range of trading options.

Below is the list of coins you can trade using GCrypto:

1. USDC (USDC)
2. Bitcoin (BTC)
3. Ethereum (ETH)
4. Tether (USDT)
5. Uniswap (UNI)
6. Chainlink (LINK)
7. Aave (AAVE)

8. Basic Attention Token (BAT)
9. The Graph Token (GRT)
10. Enjin (ENJ) * **Note: Buy function is currently not available for ENJ**
11. Litecoin (LTC)
12. Bitcoin Cash (BCH)
13. Avalanche (AVAX)
14. Polygon (MATIC)
15. Polkadot (DOT)
16. Axie Infinity Shards (AXS)
17. Smooth Love Potion (SLP)
18. Cardano (ADA)
19. Solana (SOL)
20. Binance Coin (BNB)
21. Stellar (XLM)
22. SushiSwap (SUSHI)
23. Ripple (XRP)
24. Pax Gold (PAXG)
25. Shiba Inu (SHIB)
26. ApeCoin (APE)
27. USDT (Tron)
28. Tezos (XTZ)
29. Hedera (HBAR)
30. Ronin (RON)
31. DogeCoin (DOGE)
32. Paypal USD (PYUSD)
33. Toncoin (TON)
34. USD Coin (USDCSOL)
35. USDTTRX
36. Yield Guild Games Coin (YGG)

- 37. Optimism (OP)
- 38. Near Protocol Coin (NEAR)
- 39. Celo (CELO)
- 40. USDTTON (TON)

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I buy crypto in GCrypto?](#)
- [What are the GCrypto Networks and Fees I need to know about?](#)
- [What is the GCrypto Trading Wallet?](#)

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What happens if I don't fully verify my GCash account {#what-happens-if-i-don-t-fully-verify-my-gcash-account}

Path: articles/38803672609305-What-happens-if-I-don-t-fully-verify-my-GCash-account

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- I'm having issues with using my ePhil ID (Paper type) or Digital National ID to verify my GCash account
- Ano ang mga steps para makakuha ng Fully Verified na GCash Account?
- How can I submit additional documents for my GCash Jr. verification?
- Hindi pa verified ang GCash account ko pagkatapos ng 3 araw. Ano ang gagawin ko?
- My GCash account is still not verified after 3 days. What do I do?
- My GCash account verification failed. What should I do?
- Why did I receive a notification to update my GCash account information?

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Verifying your GCash account is important to access all its services and improve security.

In line with Bangko Sentral ng Pilipinas (BSP) rules and regulations, **GCash users must verify their account/s within 12 months**. If you don't, you might face fees or your account could be closed.

Here's what could happen if you don't fully verify your GCash account.

Limited Access to GCash Features

If you don't fully verify your GCash account, your access will be restricted to basic services only, such as:

- **Cash In**
- **Pay Bills**
- **Buy Load**
- **Offline Cash-In**
- **Receive Money**

To learn more about features with a Fully Verified GCash account, [click here](#).

Account Closure

After 12 months without verification:

1. **If Your GCash Wallet Balance is Zero:** - Your account will be **closed**
2. **If you have money left in your GCash Wallet Balance:** - Your account will be temporarily **suspended/restricted**. You won't be able to log in or use GCash services
 - A monthly " **Basic Account Maintenance Fee**" of **PHP 15** will be applied to keep your account active in our system. This fee will continue to be charged until your wallet balance is depleted.
 - Once your balance reaches zero, your **account will be closed**, and you will lose access to GCash.

Note:

The Basic Account Maintenance Fee is a **monthly charge of PHP 15 for suspended GCash basic accounts**, effective from the date specified in the email. This fee contributes to the management of unverified accounts.

Next Steps:

To use GCash again, you must create a new GCash account and get fully verified.

If you want to claim the funds from your deactivated GCash basic account, please follow the steps found in "How to Claim My Funds from a Restricted Basic GCash Account."

Need more Help?

For other inquiries and concerns, check out the following articles.

- 👉 [What are the steps to get a Fully Verified GCash account?](#)
- 👉 [Accepted IDs for GCash Verification](#)
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What happens if I pay my GGives dues in advance {#what-happens-if-i-pay-my-ggives-dues-in-advance}

Path: articles/30746472156569-What-happens-if-I-pay-my-GGives-dues-in-advance

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When you pay your full GGives dues early, you can get back some of the interest you paid, plus your GGives credit limit and loan count limit will be reset so you can borrow again, if you are still qualified for GGives.

Here's how it works:

Interest Cashback

If you fully pay off your GGives loan **at least one (1) month before your last GGives payment date**, you'll get interest cashback for the number of months remaining in your original payment schedule.

You'll get the cashback credited to your GCash wallet within **14 business days** after you pay, and you'll get an SMS letting you know.

Check out a sample payment schedule below:

Due Date of Final GGives Payment: July 20, 2023

GGives Fully Paid: May 19, 2023

Cashback Coverage: The total cashback will be your interest for months June and July

Replenish your loan limits

You can replenish your GGives amount and loan count limits which will allow you to avail for another GGives loan, as long as you are still qualified.

Increases and changes to your loan offers will be evaluated regularly to ensure you have the best options available.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the GGives fees I need to know about?](#)
- [How can I use GGives to pay?](#)
- [How can I pay for my GGives dues?](#)

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- [How does GCash help with my GGives payment?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30746472156569-What-happens-if-I-pay-my-GGives-dues-in-advance>

What happens when I pay my total GLoan outstanding balance in advance {#what-happens-when-i-pay-my-total-gloan-outstanding-balance-in-advance}

Path: articles/30350171784217-What-happens-when-I-pay-my-total-GLoan-outstanding-balance-in-advance

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- [How does GCash help with my GLoan payment?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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When you pay your full GLoan dues early, you can get back some of the interest you paid, plus your GLoan limit will be reset so you can borrow again. Here's how it works:

Get interest cashback

If you pay off your GLoan before your last GLoan payment date, you'll get interest cashback for the months you didn't use.

To qualify for this, make sure to pay off your loan at least one month before your last payment is due.

You'll get the cashback credited to your GCash wallet within **14 business days** after you pay, and you'll get an SMS letting you know.

Check out a sample payment schedule below:

- **Date of Final GLoan Payment:** November 8, 2025
- **GLoan fully paid:** July 10, 2025
- **Cashback Coverage:** September to November (3 months)
- **Total cashback amount of interest:** PHP 346.18

Replenish your loan limits

You can replenish your GLoan amount and loan count limits, which will allow you to avail another GLoan, as long as you are eligible.

*Increases and changes to your loan offers are not guaranteed, and will be evaluated to ensure you have the best options available.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How does GCash help with my GLoan payment?](#)
- [How can I pay my GLoan dues?](#)
- [How much can I borrow with GLoan?](#)

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- [How can I pay my GLoan dues?](#)
- [When do I pay for my GLoan?](#)

- [What happens when I pay my total GLoan outstanding balance in advance?](#)
- [How does GCash help with my GLoan payment?](#)

30350171784217

Source: <https://help.gcash.com/hc/en-us/articles/30350171784217-What-happens-when-I-pay-my-total-GLoan-outstanding-balance-in-advance>

What investment products are available on GFunds {#what-investment-products-are-available-on-gfunds}

Path: articles/5951847409049-What-investment-products-are-available-on-GFunds

ADVISORY:

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Articles in this section

- [How can I apply for GFunds?](#)
- [What is the Risk Profile Questionnaire \(RPQ\) in GFunds?](#)
- [What investment products are available on GFunds?](#)
- [Does GFunds have a minimum maintaining balance to keep funds?](#)
- [What are the GFunds fees I need to know about?](#)
- [What is the Net Asset Value per Unit \(NAVPU\) of a Fund in GFunds?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

GFunds offers different investment products for different risk appetites and minimum initial investment deposit. See detailed information on these below:

ATRAM Trust Corporation (ATRAM Trust)

Fund Name	Risk Rating	Minimum Initial / Additional Investment
<u>ATRAM Peso Money Market Fund</u>	<u>Conservative</u>	<u>PHP 50</u>
<u>ATRAM Total Return Peso Bond Fund</u>	<u>Moderate</u>	<u>PHP 50</u>
<u>ATRAM Global Health Care Fund</u>	<u>Moderately Aggressive</u>	<u>PHP 1,000</u>
<u>ATRAM Global Infra Equity Fund</u>	<u>Moderate Aggressive</u>	<u>PHP 1,000</u>
<u>ATRAM Philippine Sustainable Development and Growth Fund</u>	<u>Aggressive</u>	<u>PHP 50</u>
<u>ATRAM Global Equity Opportunity Fund</u>	<u>Aggressive</u>	<u>PHP 1,000</u>
<u>ATRAM Philippine Equity Smart Index Fund</u>	<u>Aggressive</u>	<u>PHP 50</u>
<u>ATRAM Global Consumer Trends Feeder Fund</u>	<u>Aggressive</u>	<u>PHP 1,000</u>
<u>ATRAM Global Technology Feeder Fund</u>	<u>Aggressive</u>	<u>PHP 1,000</u>

BPI Investment Management

Fund Name Risk Rating Minimum Initial / Additional Investment	--- --- ---
Philippine Stock Index Fund Aggressive PHP 50 ALFM- Global Multi-Asset Income Fund Aggressive PHP 1,000	

Note: Opening any GFunds account will qualify you for a GCash wallet and transaction limit increase to PHP500,000.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I apply for GFunds?](#)
- [What is the Risk Profile Questionnaire \(RPQ\) in GFunds?](#)
- [What are the GFunds fees I need to know about?](#)
- [How can I buy funds in GFunds?](#)
- [Does GFunds have a minimum maintaining balance to keep funds?](#)
- [Manulife Risk Disclosure.pdf 700 KB Download](#)
- [Participating Trust Agreement.pdf 300 KB Download](#)

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5951847409049

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What is GCash DoubleSafe {#what-is-gcash-doublesafe}

Path: articles/12252334427289-What-is-GCash-DoubleSafe

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Articles in this section

- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
- [Bakit na-hold ang GCash account ko?](#)
- [I forgot my GCash MPIN](#)
- [I want to change my GCash MPIN](#)
- [Paano mag troubleshoot ng GCash App issues](#)
- [How to troubleshoot GCash app issues](#)
- [I think I was scammed. What do I do?](#)
- [I noticed unauthorized transactions in my GCash account. What do I do?](#)
- [The GCash app keeps crashing or shows a white screen when I login](#)
- [I want to transact offline with GCash. What do I do?](#)

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Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

DoubleSafe is a GCash security feature that **uses selfie scans to protect your account from unauthorized access**.

Before taking your selfie scan, please make sure to:

- Take a photo in a well-lit room
- Do not cover your full face and make sure you are recognizable
- Ensure that there are no people in the background
- Wear proper attire

For your security, you may be locked out of your account after **5 failed attempts for 24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How to set up GCash Biometrics Login](#)
- [The selfie scan in GCash is not working. What do I do?](#)
- [My front camera is broken. How can I use GCash?](#)
- [I can't log in to my GCash account. What do I do?](#)

Related to

- [#safewithgcash](#)

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- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
- [Bakit na-hold ang GCash account ko?](#)
- [I forgot my GCash MPIN](#)
- [I want to change my GCash MPIN](#)
- [Paano mag troubleshoot ng GCash App issues](#)
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12252334427289

Source: <https://help.gcash.com/hc/en-us/articles/12252334427289-What-is-GCash-DoubleSafe>

What is GCash PocketPay {#what-is-gcash-pocketpay}

Path: articles/46909783991705-What-is-GCash-PocketPay

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- [What is GCash PocketPay?](#)
- [I have a problem with my SoundPay device. What do I do?](#)
- [What is SoundPay?](#)
- [Official GCash for Business MSME Distributors](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

PocketPay is a mobile application under the GCash for Business suite designed to transform NFC-enabled smartphones into payment terminals, allowing merchants to accept card payments directly from their devices. This app enables a seamless and efficient transaction process, leveraging contactless payment technologies.

Key Features of PocketPay:

Card Payment Acceptance: Users can accept card payments using their NFC-enabled Android phones, providing a portable solution for on-the-go transactions.

Secure Login: Users can log in to the PocketPay app using their email or phone number, bolstered by multi-factor authentication to enhance security.

Flexible Receipt Options: Users have the option to receive receipts via SMS or email.

Transaction Management: Users can manage command actions, including processing returns or refunds, directly through the mobile platform.

How do I set up PocketPay for my business?

1. **Download the PocketPay App:** Ensure that your business uses an NFC-enabled Android phone. Download the PocketPay app from the Google Play Store.
2. **Create a GCash for Business Account:** If you do not already have one, register for a GCash for Business account. This is necessary as PocketPay is linked to your GCash for Business account. ([Link to How to apply for GCash for Business account](#))
3. **Log in to the PocketPay App:** Open the PocketPay app and log in using your email or phone number associated with your GCash for Business account. Multi-factor authentication (MFA) and one-device binding are implemented to ensure a secure login experience .
4. **Set Up Your Payment Terminal:** Follow the in-app prompts to transform your NFC-enabled Android phone into a payment terminal. Ensure that your device is configured to accept card payments directly.
5. **Test Transactions:** Conduct a test transaction to ensure that the app is working correctly and can process payments from your customers. This step is crucial to verify that your setup is complete and operational.
6. **Customization and Training:** Familiarize yourself with the features of the app, such as generating electronic receipts (SMS or email) and managing returns or refunds through the mobile platform

How can I delete my PocketPay account linked to my smartphone?

To initiate the deletion of your PocketPay account, you must have a GCash for Business linked to your PocketPay app.

R equest Deletion:

Prepare the necessary details in order to successfully request for account deletion:

- Mobile number linked to PocketPay account
- Email used to sign up for a GCash for Business account
- Reason for deleting PocketPay account:
 - I no longer wish to use the PocketPay app
 - I am not happy with the product
 - My device linked to the PocketPay terminal is stolen
 - My device linked to the PocketPay terminal is lost
 - Others

Submit Request:

Once you have prepared the requirements, please email partnersupport@gcash.com. Please note that once your account has been deleted, you will need to go through the account linking process once again.

A customer service representative will review the details you shared and work on your request. Your profile will be updated within 3 days, and you'll receive an SMS confirmation on your GCash-registered number.

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I have a problem with my SoundPay device. What do I do?

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What is GInsure {#what-is-ginsure}

Path: articles/900003403566-What-is-GInsure

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- [How do I send money to another GCash account?](#)

GInsure is the one-stop shop for all your insurance needs found inside the GCash app. Here you will find different insurance products like life, health, car, and many more provided by our different partners to best fit your needs.

With GInsure, you can avail of one of the **lowest insurance premiums** in the Philippine market **starting at PHP 10 monthly**.

GInsure is designed to make sure that you have a **quick and smooth** experience. It also allows you to see and manage your different insurance policies in one app.

GInsure's product offerings are **easy to understand** with clear benefits and Terms and Conditions.

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Contact your GInsure Insurance Provider

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What is GLife {#what-is-glife}

Path: articles/4403734482073-What-is-GLife

ADVISORY:

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Articles in this section

- [My GLife voucher is not working. What do I do?](#)
- [I withdrew money from a game in GLife, but it hasn't been reflected in my GCash wallet. What do I do?](#)
- [I deposited money into a game on GLife, but now I can't open it. What should I do?](#)
- [Quick Rewards by Hustle PH](#)
- [GCash Travel+](#)
- [What is GLife?](#)

- [I can't make a payment in GLife. What do I do?](#)
- [I can't access or open GLife. What do I do?](#)
- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)

[See more](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

GLife makes it easy and secure to get and avail your favorite products and services from a wide range of merchants and brands.

Explore various categories, including:

- **Food and Beverage:** Order meals, snacks, or drinks from popular restaurants and delivery services.
- **Shopping:** Discover fashion, gadgets, and home essentials retail brands.
- **Entertainment:** Buy tickets, subscribe to streaming platforms, or get gaming credits.
 - **Note:** Online gaming is available for users aged **21 and up**.
- **Health, Wellness, and Travel:** Enjoy lifestyle services, such as health and wellness options, or plan your next trip effortlessly.

How to access GLife in GCash:

1. On your GCash app, tap on **GLife**
2. Choose the brand or merchant you'd like to make a transaction with

Tap to see the complete list of GLife Partner Merchants

Shop

Health and Beauty

- Unilab
- Atoz
- Beautederm San Juan
- Beauty Secret
- Bright Skin Philippines
- Domus Naturae
- Earthlings PH
- Ecoshoppe PH
- Ever Bilena
- HealthHack
- HealthMartPH
- Kaethar Eco Lifestyle Co

- KJM Cosmetics
- Luxe Skin
- Luxx Lash
- Maxicare
- Mayumi Organics
- Mistine
- Nala Woman
- Nami Naturals
- Nutriplus
- Oh So Healthy
- Perfume Rack PH
- Pixi
- Ready Set Glow
- RycorTech
- Shave Manila
- SkinB5
- The Eco Shift
- TRIZIE
- TUNG Brush and Gel PH
- Ustore
- VPharma
- WGE Asia
- Wildleaf

Gadgets

- DataBlitz
- IQOS Philippines
- Case Studio
- Cherry Shop
- ESET
- Gameline
- GameXtreme
- Ichiban Tekno
- JBL Store
- Junrex Cellphones
- Koala
- Makotek Computers
- MNL Vapors Paramedics Vape Hub
- Motivo Philippines
- One 2 Shop
- OnWard
- Philippine Gadgets and Accessories
- Promate
- Relx
- Tenkiebox
- The Laptop Lifestyle
- vivo
- Warehousedad
- Zyn Philippines

Fashion & Accessories

- Sunnies Studios
- 5D Healing Crystals

- AKAW Surf Co.
- Alchemista
- Aldo
- Apple and Eve
- badomoda
- Brooks
- Crisan Bags
- Detail Cosmetics
- Gene + Jas
- Hanford
- IDENTITY Apparel Shop
- Karat World
- KLO & CO
- Linya-Linya
- Made by KCA
- Mario D'boro Shoes
- MAZEE jewelry
- Meet My Feet
- milkwear
- Mizuno
- Monita & Endearring
- My Philippines
- Narra Wooden Watches
- Nuclei Apparel
- Oxy Originals
- Race Peace
- Recess
- Rudy Project
- Rusty Lopez
- Styleshops
- Sunnysix
- TigerNu
- Wes & Sparkle
- Wharton
- ZIYA

Hobbies

- Alyanna's Nook
- Bookshelf PH
- ChinkShop
- EZShop Asia
- EZShop Baguio
- FitBinge
- Frankie and Friends
- Geekbox PH
- Hobby Corner
- Infinity Sports Store
- Joy In A Bottle
- Laudate Mariam
- magpie.
- Miniland Dolls Philippines
- Natu Handcraft Studio
- Other Options Lifestyle

- PTP Fit Ph
- Shibui
- Sports Resources Inc
- SUPRASPORTS ONLINE STORE
- Tankobonbon
- Trinkets
- Truly Rich Club
- TYR Sport

Home & Living

- Affordahome Furniture
- Akari Store
- Basically.PH
- Biene Lumiere
- CNX Home Store
- Cobify PH
- ConcepStore
- Decotherapy Home Decors
- Dedipo Furniture Depot
- Econtainer
- EZ Home Ideas
- Great Wall Arts
- Hanabishi
- Hando Furnitures
- KIMI Home and Life
- Mabces Appliances
- Magnificent Hardware
- Office Warehouse
- Orion.
- Real Scents
- Ren Marble
- Simply Modular PH
- Vornado

Babies & Kids

- Baby Cuddle PH
- Baby Now PH
- Bud organics
- Modern Mama MNL
- Momzilla
- Raising Little
- Royal Baby
- The Conscious Mama PH
- Tinker House
- Tiny Buds Baby Naturals

Telco

- GOMO
- DITO Telecommunity

Deals & Rewards

- A+ Rewards
- Cashback by FindShare
- Hot deals

Food

Fast Food

- McDonald's
- KFC
- Angel's Pizza
- Greenwich
- Kenny Rogers Roasters
- Yellow Cab
- Pancake House PH
- Teriyaki Boy
- A+ Rewards Activity
- Hawker Chan PH
- Lots' A Pizza
- Manilachon
- Panda with Sweet
- Pepi Cubano
- Rossa Valencia
- Sizzlin' Steak
- Wing Zone
- Wings on the Go - Masinag
- Zark's Burgers

Grocery

- Nestlé DigiTindahan
- 618 Online Store
- Aroma Truffle Philippines
- B Coffee
- Best Sprout Shop
- Bibigo Market
- Bigas2Go
- Bote Central
- Builtamart
- Builtamart PH
- Café Calypso
- Caldi Drip Coffee
- Crackle Snacks
- Deligood
- Dr. Shiba
- Espa-Fil Market
- Food Plus
- Fourtify Market
- Good Cup Coffee
- Good Mood Grocer
- Gracefield Farmacy
- InstaKart PH
- KMarket PH
- Ma Aida
- Majesty Homeplus

- Megamart PH
- Minii Mart PH
- Molinos de la Especia
- Mondays Specialty Coffee Cups
- Monkeyspeak Coffee
- NLMAC
- NORTH PASADENA
- ONE POT MEALS PH
- Pacific Bay
- PacSyn Mart
- PalengkeGo
- Paleo Pet
- PHILIA
- Primal Brew Coffee PH
- Primo Food Supplies
- Puregold
- Seanklay Chili Garlic Oil
- Sunmart
- The Dream Coffee
- The Kabute Farm
- TideroBoy
- Tito Bit's Food Products
- TrueWin PH
- What's Up, Brew?
- Wholemart PH

Restaurants

- Classic Savory
- Max's
- Dencio's
- Wildflour
- RACKS
- Tenya Philippines
- Mama Lou's
- Belly Good Boneless Lechon
- Benedicto Kitchen
- Botejyu
- Brothed
- Café Mezzo
- CafeFrance
- Chingolo Deli
- Dellsons Foodhub
- FruitGals
- Go! Salads
- K.Squared Homemade Food
- Ka Tunying's
- Kapitan Gimmo
- Kitchitora Ramen
- Kitchen City Frozen Meals
- Kite Kebab Bar
- La Bella Pizza
- Mamafood Cloud Kitchen
- Mel's Lasagna Pasta House

- Moshi Koshi Noodle Boss
- Nanyang
- Oula House of Pasta
- RACKSHACK
- RAMEN MENZO
- S A T O
- Salido Restaurant
- Shaburi & Kintan Buffet
- Swagat PH
- The Empress Dining Palace
- The LAUNDRAFÉ Group
- Timplado
- Tinsel Pan
- Ugbo 24/7
- Urban Artisan
- VIAJE PLUS
- Wok Alley
- Yao's Kitchen
- Yum Sha Cuisine

Coffee & Milktea

- PICKUP COFFEE
- Starbucks eGift on GLife
- Bo's Coffee
- Macao imperial Tea
- BaristaBrew Cafe
- Café Erika
- Cafe Portofino
- Caffeine Express
- Cha Tuk Chak
- Chachago Masangkay
- Coffee Buddy
- Coffee Project
- Farron Cafe Sanjos
- Lew's Cold Brew
- Lyger Coffee
- Ur so PreTea
- Xtremely Xpresso Cafe

Beverages

- Boozezania
- Boozy
- Bottle Boy PH
- Clink | Online Liquor Store
- Coca Cola
- D+B Wines & Spirits
- Happy Lemon
- Jamba Juice
- Lemonology
- LiquorPH
- One World Deli
- Organics PH
- Shotify Online Liquor Delivery

- Single Malt
- Tokyo Bubble Tea

Bakery & Desserts

- Krispy Kreme
- Auntie Anne's
- Arce Haus
- Bizu Patisserie
- Brick Lane Doughnuts
- Cakes by Gel Salonga
- Candy Corner Official Store
- Cheezken
- Cookie Vives
- Cupcakes by Sonja
- Dunkin'
- Heavenly Desserts
- Indulge Patisserie
- Kumori
- Lucia Dulce
- Marikina Bakery
- Merry Moo
- Muyoo Philippines
- Panda Ice Cream
- Paper Moon
- Tess' Taste
- The Little Joy Bakery
- Tokyo Milk Cheese Factory
- XUGR PH
- Yogorino

Snacks

- Awesome Kitchen Korean Snack Food
- Awesome Kitchen Korean Snack Food 68
- Casa Empanada Harmony
- Chef Tony's Popcorn
- Potato Corner

Games

BingoPlus

Playtime

Table Game

ArenaPlus

Super Ace

Color Game Live Perya

OKGames

PeryaGame

SpinTime

SportsPlus

CardTime

GameZone

InPlay

S5.com

Apple to Apple

FastGame

ArionPlay

ChampionZone

OKFun

Watch and Experience

Apple Zone

Spotify

Disney+

Google Play

Netflix Amazon PrimeCelebrityGreetings.PH

ChinkTV

Pie

DashFlix

Beauty

- Azta Urban Salon
- Benibana Beauty Hub
- Browhaus
- Uncommon Barbersalon
- Drip Options Wellness & Beauty
- Kazie Professional Salon
- ELLE The Signature Salon
- Ecru Nail Spa
- Strip
- Buffed Nail Lounge
- Artistique Salon & Spa
- B&B Salon and Spa
- BeesWax Waxing and Nail Care
- Behind The Chair

- Belle & Stacy Nails + Cafe
- Biocare Asia Aesthetics
- Botanica Salon
- Brow Designery
- Charme Nails Lounge
- Dr. Skinlift Aesthetic
- Eisma Skin Care
- Emphasis Salon
- Estheva Aesthetic Center
- Glam Essence Beauty Center
- Glimmer & Shine
- GLOW by Excelsior
- Hair ng Tondo
- Happy Pinkies
- Hiraya Wellness
- Holistica Wellness and Aesthetics
- Iconails Beauty Lounge
- Kai Aesthetics Beauty Studio
- Kairi Skin Care and Nail Lounge
- Korean Beauty Institute
- LaDiosa Nails
- LuxeHeim Nail Spa
- Luxxe Salon and Spa
- Marqed Salon
- Miss Derm
- Montesa Medica Group
- Nail & Co
- Nail'd It Salon and Spa
- O2 Skin Lab
- Ophir Nail Spa Cafe
- Oriskin Gluta Wellness Spa
- Permanent Makeup Academy
- Polished & Nourished
- Serenite Facial & Gluta Center
- Skin Habitat
- Skin Perfect
- Skinessence Beauty Lounge
- Spa at Mella Hotel
- Studio 9
- The Brow Studio
- The Color Bar
- The Pink Door Beauty Lounge
- The Secret Lounge
- The Smile Bar
- Titas of Manaila
- Vandarah Aesthetics Elite
- Vine Aesthetics
- Waxcovado

Home

- Aesthetic Culture
- Asset MD
- Beauty at Home Manila

- Beauty Bliss
- Beyond Indulgence
- Bloomingails
- CaroLounge Nail Spa
- Cozy Nails & Lashes
- Culture Salon and Lifestyle Lounge
- Dingrong Salon and Spa
- Essence Derm Aesthetic Center
- First Bloom
- Flowers by Sylvia
- Health and Beaute
- ilak Beauty Salon
- Kenti Creation Salon
- Le Mobile Spa
- Luxescape Salon and Spa
- Mark Angelo Hair Studio
- mecca beauty lounge
- Ngiti Dental Clinic
- NIKKI Redefine Beauty
- Relaxation Heaven
- Skin+Nutrition
- Skinstitute MD
- Soak & Coat Nail Salon and Skincare
- The Drip Room Aesthetics
- The Pamper Lounge by Dermcove
- Vielli's Beauty Lounge

Manage Finances

Sunlife

Generali Philippines

ComBTAS C-Expense

GCash Pera Outlet

InLife

Learn

Hey Success Virtual Assistance

The Coding School

Real Estate

Golden Haven

Travel

A+ Store

Alipay+ Travel

Alipay+ UEFA EURO 2024 Zone

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I can't make a payment in GLife. What do I do?

- My GLife voucher is not working. What do I do?
- I withdrew money from a game in GLife, but it hasn't been reflected in my GCash wallet. What do I do?
- I deposited money into a game on GLife, but now I can't open it. What should I do?
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- I want to request a refund or cancellation for my GLife payment. What do I do?
- I'm experiencing issues with Cashback by Findshare. What do I do?
- What is Sharetreats in GLife?

4403734482073

Source: <https://help.gcash.com/hc/en-us/articles/4403734482073-What-is-GLife>

What is GLoan Sakto {#what-is-gloan-sakto}

Path: articles/21435929589657-What-is-GLoan-Sakto

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- [How do I pay for my GLoan Sakto?](#)
- [Am I qualified for GLoan Sakto?](#)
- [What is the difference between GLoan and GLoan Sakto?](#)
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GLoan Sakto is a **pre-qualified entry loan solution where you can loan PHP 100 - PHP 300 instantly** via your GCash app. If eligible, you will receive an SMS from GCash.

GLoan offers and approvals are subject to evaluation and are not guaranteed.

Learn more about GLoan Sakto below:

- Short payment term (payable after **14 days**)
- Minimal fees and **0% interest**
- May be used to purchase from over 200,000 partner merchants
- May be cashed out

Note: GLoan Sakto is a **pre-qualified loan**. If eligible, you will receive an SMS from GCash. GLoan offers and approvals are subject to evaluation and are not guaranteed.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Am I eligible for GLoan Sakto?](#)
- [What is the difference between GLoan and GLoan Sakto?](#)
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- [Am I qualified for GLoan Sakto?](#)
- [What is the difference between GLoan and GLoan Sakto?](#)
- [What is GLoan Sakto?](#)

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What is GSav e Quick Save {#what-is-gsave-quick-save}

Path: articles/36430024948249-What-is-GSave-Quick-Save

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- [I want to upgrade to CIMB Grow but the app says I am not eligible. What do I have to do to become eligible?](#)
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- [Can I open a GSav e by CIMB account?](#)
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- [How do I send money to another GCash account?](#)

GSav e Quick Save is a feature that lets GCash users view, access, and quickly deposit funds directly from the Savings dashboard. This feature is available only to GSav e by CIMB as of writing. You can use this feature by following the steps below:

For users without a GSav e by CIMB account:

1. On your GCash app, tap your **Savings** dashboard
2. Click **Save Now**

For users with a GSave by CIMB account:

1. On your GCash app, tap your **Savings** dashboard
2. Click **Quick Save > GSave by CIMB**
3. Deposit funds from your GCash wallet to your GSave by CIMB account

If you're having trouble viewing your balance, simply pull down the screen, tap the refresh button located in the balance bar, or restart your GCash app.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I withdraw from my GSave by CIMB account?](#)
- [How do I close my GSave by CIMB account?](#)
- [I can't open my GSave account. What do I do?](#)

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- [How can I withdraw from my GSave by CIMB account?](#)
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- [What is GSave Quick Save?](#)
- [How can I close my GSave by CIMB account?](#)

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What is Sharetreats in GLife {#what-is-sharetreats-in-glife}

Path: articles/34278573581849-What-is-Sharetreats-in-GLife

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- [I withdrew money from a game in GLife, but it hasn't been reflected in my GCash wallet. What do I do?](#)
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- [How do I send money to another GCash account?](#)

Sharetreats is a voucher marketplace within GCash that allows you to easily send treats to your friends and loved ones. You can access Sharetreats conveniently through GLife to purchase and share a variety of vouchers.

Tap a tab below to learn more about Sharetreats:

Eligibility to Use Sharetreats

To use Sharetreats, you must be a [Fully Verified](#) GCash user

How to Purchase Sharetreats Vouchers on GLife

Double-check all details before completing your purchase, as transactions **cannot be canceled** once processed.

1. On the GCash homepage, tap **GLife** and search for **Sharetreats**
2. Browse the available brands and select the voucher you want to purchase
3. Provide the recipient's details (ensure they are **located in the Philippines**)
4. Tap **Pay with GCash** and review the payment amount and details

Once your transaction is processed, the recipient will receive the voucher within **3–5 minutes**.

How to view Sharetreats Vouchers

1. On the GCash homepage, tap **GLife** and search for **Sharetreats**
2. On the Sharetreats homepage, tap **Home**
3. Select **Treats Sent** to view the vouchers you've shared

Recipients will receive the following via SMS and email:

- Instructions on how to redeem the voucher
- The unique voucher code to provide at the shop or store.
- Terms and conditions of Sharetreats

What to do if vouchers are not received

If the recipient did not receive the voucher, follow these steps:

1. On the **Sharetreats homepage**, tap **Home**
2. Select **Treats Sent**
3. Tap **SMS/Email resend** to resend the voucher

If the recipient still did not receive the voucher within 3-5 minutes, please contact the Sharetreats customer service directly.

How to Contact Sharetreats

For further assistance, you can reach Sharetreats through the following channels:

- **Email:** support@sharetreats.com
- **Mobile Hotline:** 0917-712-4921
- **Landline Hotline:** +632-8994-0446
- **Facebook:** [@ShareTreatsPH](#)

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What is GLife?](#)
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- [I can't access or open GLife. What do I do?](#)
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- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
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- [What is Sharetreats in GLife?](#)

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What is SoundPay {#what-is-soundpay}

Path: articles/44671219480345-What-is-SoundPay

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- [I have a problem with my SoundPay device. What do I do?](#)
- [What is SoundPay?](#)
- [Official GCash for Business MSME Distributors](#)

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SoundPay is a payment solution from GCash for Business, designed for small and medium businesses (MSMEs). These features upgrade the old Scan-to-Pay method, giving merchants easier and faster ways to accept payments.

SoundPay plays a sound to confirm successful payments so merchants can hear when a transaction goes through.

To use Soundpay, [register for GCash for Business on the official GCash website.](#)

Need more help?

For other inquiries or concerns, check out the following articles

- [Get started with GCashPro](#)
- [Manage Funds for GCash PRO Merchants](#)
- [Manage your GCashPro account on the GPRO portal](#)

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What is a UNOready GCash by UNOBank time deposit {#what-is-a-unoready-gcash-by-unobank-time-deposit}

Path: articles/30243783211033-What-is-a-UNOready-GCash-by-UNOBank-time-deposit

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- [Can I open a #UNOready@GCash by UNOBank account?](#)
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Your #UNOready@GCash by UNOBank time deposit account lets you earn **higher interest rates than your regular savings account**. The interest rates with #UNOready@GCash by UNOBank time deposits depend on your product and chosen term. You can refer to the table below for more details:

Interest Rates Computation

Product	Gross Interest Rate per Annum	(Paid out at the end of your term)	Term Option	Minimum Amount	Maximum Amount	No. of Time Deposits Allowed	#UNOboost@GCash	4.50%	3 - 5 months	PHP 5,000	PHP 100,000	5	4.75%	6 - 11 months	5.00%	12 months	#UNOearn@GCash	5.00%	12 months	PHP 5,000	PHP 100,000	5	5.25%	24 months

Interest earned from your time deposit accounts is subject to a **20% withholding tax**.

How to book a time deposit

You can book a time deposit by following these steps:

1. On your #UNOready@GCash by UNOBank dashboard, tap **Add Time Deposit**
2. Select the type of time deposit > **Apply Now**
3. Read about the details of the product > **Apply Now**
4. Input the amount you'll deposit and select the tenure of your time deposit > **Next**
5. Review the details of your time deposit > **Confirm**

A page will appear to confirm the success of your time deposit. Funds will be deducted from your #UNOready@GCash by UNOBank account in **real time**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What is the interest rate in #UNOready@GCash by UNOBank?](#)
- [How can I pre-terminate my time deposit with #UNOready@GCash by UNOBank?](#)
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What is the GCash Express Send Transaction Limit {#what-is-the-gcash-express-send-transaction-limit}

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- [Express Send Transaction Limit FAQS](#)
- [I've exceeded my Express Send transaction limit in GCash. What do I do?](#)
- [Someone sent me money from their GCash to my GCash account, but I didn't receive it. What should I do?](#)
- [I sent money to the wrong GCash account or number via Express Send. What should I do?](#)
- [I sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do?](#)
- [I can't send money to another GCash account. What do I do?](#)

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The Express Send Transaction Limit is a monthly limit that is placed on the number of send & receive transactions you can perform using Express Send.

How Does the Express Send Transaction Limit Work?

At the start of each month, you'll receive a **set limit of 550 Send & 500 Receive transactions with Express Send.**

You won't be able to make any Express Send transactions for the rest of the month after you reach BOTH of these limits.

You can send and receive transactions again at the beginning of the following month. The same limits apply until you hit the maximum number of transactions.

If you are a merchant and want to use GCash without transaction limits, we encourage you to sign up for a [GCash Pera Outlet](#) account.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I sign up for GPO?](#)
- [I've exceeded my Express Send transaction limit in GCash. What do I do?](#)
- [Express Send Transaction Limit FAQS](#)
- [Fair Use Policy - Acceptable Use T&Cs.pdf 20 KB Download](#)

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Express Send Transaction Limit FAQS

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What is the GCrypto Trading Wallet {#what-is-the-gcrypto-trading-wallet}

Path: articles/31303868127897-What-is-the-GCrypto-Trading-Wallet

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- [What is the GCrypto Trading Wallet?](#)
- [How can I top up my GCrypto Trading Wallet?](#)

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The GCrypto Trading Wallet is a separate wallet designed for trading cryptocurrency and is **different from your regular GCash wallet**. It allows you to:

- Convert PHP to crypto and crypto back to PHP
- Manage your funds for crypto transactions

How to Track Your GCrypto Transactions:

- Check your **GCash App Inbox** and **GCash Transaction History** for any top-up or withdrawal confirmation.
- To view your crypto assets, tap **Portfolio**

Reminders:

- You *cannot* directly transfer or buy crypto using your GCash Wallet
- To buy crypto, you need to [top up your GCrypto Trading Wallet](#) first

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How much are the transaction limits for the GCrypto Trading Wallet?](#)
- [What are the GCrypto Networks and Fees I need to know about?](#)
- [How can I buy crypto in GCrypto?](#)
- [How can I top up my GCrypto Trading Wallet?](#)
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What is the Net Asset Value per Unit NAVPU of a Fund in GFunds {#what-is-the-net-asset-value-per-unit-navpu-of-a-fund-in-gfunds}

Path: articles/360038778233-What-is-the-Net-Asset-Value-per-Unit-NAVPU-of-a-Fund-in-GFunds

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- [What are the GFunds fees I need to know about?](#)
- [What is the Net Asset Value per Unit \(NAVPU\) of a Fund in GFunds?](#)

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The **Net Asset Value Per Unit (NAVPU)** tells you the **price per unit** of a fund. This value **may increase or decrease daily**, depending on how well the fund's investments are doing in the market.

NAVPU is computed by dividing the **fund's overall value by the total number of units the fund has**.

Sample Calculation Suppose a fund has a total net value of PHP 50 million and has 5 million units. The NAVPU would be:

If the value of the fund increases to PHP 55 million the next day, the NAVPU will rise to **PHP 11.00**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What is the Risk Profile Questionnaire \(RPQ\) in GFunds?](#)
- [What investment products are available on GFunds?](#)
- [How can I apply for GFunds?](#)
- [How can I sell/withdraw funds from GFunds?](#)
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What is the Risk Profile Questionnaire RPQ in GFunds {#what-is-the-risk-profile-questionnaire-rpq-in-gfunds}

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- [How do I send money to another GCash account?](#)

The **Risk Profile Questionnaire (RPQ)** is a quiz required for signing up for **GInvest products such as GCrypto, GStocks PH, and GFunds** that helps you figure out what type of investor you are. It checks how comfortable you are with taking risks when investing your money and helps guide your decisions in GFunds.

Note: Opening and maintaining any GFunds account will qualify you for a GCash wallet and transaction limit increase to PHP500,000.

Before you can invest in GFunds, you need to take the Risk Profile Questionnaire. It ensures that you understand the risks involved and helps you make better investment choices based on your financial goals and risk acceptance level.

Types of Risk Profiles

Here are the three risk profiles you might receive:

| **Risk Profile | Description** | | --- | --- | | Conservative | You prefer safety over high returns. Your main goal is to protect your money, even if it means earning less. | | Moderate | You're okay with some ups and downs. You aim for a balance between protecting your money and growing it over time. | | Aggressive | You're willing to take big risks for the chance of higher returns, knowing that you could lose money along the way. |

Key Reminders

- Once completed, you **cannot retake** the Risk Profile Questionnaire (RPQ) or change your risk profile for **three years** unless GFunds require you to retake it.
- Your risk profile is a guide when selecting funds. You can still invest in funds with a higher risk than your profile, but you must **confirm a waiver prompt** on the GCash app before proceeding.

Here are the questions you will encounter in the Risk Profile Questionnaire:

| **Question | Definition** | | --- | --- | | What is your net worth? (approximate) | Your net worth is the total value of your assets (savings account, checking account, investments, etc.) minus your total debts (mortgage payments, car loans, etc.). | | What is the source of your funds? | Your source of funds is where your money for investing will come from. If the source of your funds is not stated, kindly specify under the “Others” checkbox. | | What is the purpose of your investment? | The purpose of your investment is the reason why you want to invest. Here are the options available and what they mean.
 - To prevent capital loss while generating income, - if you want to protect the value of your money from inflation.
 - To have a regular income source - if you want to regularly earn from investing.
 - To generate significant capital appreciation - If you want to see your money grow over time. | | How much do you see yourself investing? | The amount of money you plan to invest or are comfortable with investing | | How frequently do you see yourself investing?
 | Investing is not recommended as a one-time payment only. It is always best to grow

your wealth by investing regularly. || Investment horizon.

You are investing for a period of... | Investment horizon is the amount of time you'll be keeping your investment in your GFunds account before you convert it to cash. || Risk Scenario:

How much of a drop/loss in the value of your investment can you accept? | A risk scenario at 0% is considered very low risk, whereas more than 15% is high risk. Anything in between is considered moderate risk. || Your investment principle | Your investment principle will determine the amount of risk you are willing to take for a certain amount of return. || How knowledgeable are you as an investor? | The level of information you have on the act of investing || Which of the following have you invested in? | - Cash and deposit products (e.g. time deposit, SDA)

- Government securities or corporate fixed-income securities (e.g. T-bills, Retail Treasury Bonds, corporate bonds, commercial papers)
- Stocks
- Mutual funds or UITFs
- Insurance products (including variable unit linked products and pre-need)
- Offshore funds (including ETFs, REITs)
- Structured financial products
- Commodities
- Real estate || Do you have a regular liquidity requirement? | You have a regular liquidity requirement if you will get cash from your investment regularly. |

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I apply for GFunds?](#)
- [What investment products are available on GFunds?](#)
- [How do I update my account information in GFunds?](#)
- [I can't open a GFunds account. What do I do?](#)
- [Does GFunds have a minimum maintaining balance to keep funds?](#)

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What investment products are available on GFunds?

- [How can I apply for GFunds?](#)
- [What is the Risk Profile Questionnaire \(RPQ\) in GFunds?](#)
- [What investment products are available on GFunds?](#)
- [Does GFunds have a minimum maintaining balance to keep funds?](#)
- [What are the GFunds fees I need to know about?](#)
- [What is the Net Asset Value per Unit \(NAVPU\) of a Fund in GFunds?](#)

900004631723

Source: <https://help.gcash.com/hc/en-us/articles/900004631723-What-is-the-Risk-Profile-Questionnaire-RPQ-in-GFunds>

What is the difference between GLoan and GLoan Sakto {#what-is-the-difference-between-gloan-and-gloan-sakto}

Path: articles/40675860785177-What-is-the-difference-between-GLoan-and-GLoan-Sakto

ADVISORY:

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Articles in this section

- [How do I pay for my GLoan Sakto?](#)
- [Am I qualified for GLoan Sakto?](#)
- [What is the difference between GLoan and GLoan Sakto?](#)
- [What is GLoan Sakto?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

GLoan offers a higher loan amount and longer payment terms while GLoan Sakto offers a quick loan solution with minimal fees. Here's a quick comparison between these two products:

||||| --- | --- | --- ||| **GLoan | GLoan Sakto | Product Overview** | Get instant cash ||
How to Access | via Borrow > GLoan || **Loan Amount** | PHP 1,000 - PHP 125, 000 |
 PHP 100 - PHP 300 || **Payment Terms** | Monthly payment:
 1, 5, 6, 9, 12, 15, 18, 24 mos | 14 days
 (one-time payment only, payable after 14 days) || **Interest Rate** | 1.59% - 6.99% per month
 *depending on your eligibility and selected payment term | 0% || **Processing Fee** | 3% |
 Php 6.5 to Php 19.5 || **Re-availment** | Can apply instantly after full payment of outstanding loan || **Penalty Fees** | 1% of your loan amount for every missed due date + 0.15% of outstanding balance * number of days past due date |

Note: Pay your dues on time to avoid any penalty fees.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What is GLoan Sakto?](#)
- [Am I eligible for GLoan Sakto?](#)
- [How do I pay for my GLoan Sakto?](#)

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What is GLoan Sakto?

- [How do I pay for my GLoan Sakto?](#)
- [Am I qualified for GLoan Sakto?](#)
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- [What is GLoan Sakto?](#)

40675860785177

Source: <https://help.gcash.com/hc/en-us/articles/40675860785177-What-is-the-difference-between-GLoan-and-GLoan-Sakto>

What is the interest rate for eC Savings by Cebuana Lhuillier Rural Bank {#what-is-the-interest-rate-for-ec-savings-by-cebuana-lhuillier-rural-bank}

Path: articles/43849045104409-What-is-the-interest-rate-for-eC-Savings-by-Cebuana-Lhuillier-Rural-Bank

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Articles in this section

- [Can I open an eC-Savings GSav account?](#)
- [What is the interest rate for eC-Savings by Cebuana Lhuillier Rural Bank?](#)
- [What are the deposit and withdrawal limits of my eC-Savings by Cebuana Lhuillier Rural Bank?](#)
- [How can I make a deposit to my eC-Savings GSav account?](#)
- [How can I withdraw from my eC-Savings GSav account?](#)
- [How do I change the mobile number linked to my eC-Savings GSav account?](#)
- [How do I close my eC-Savings GSav account?](#)

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- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

The interest rate annually for eC-Savings GSave accounts is **3.5%** with **no minimum deposit** and **no maintaining balance**.

To earn interest, you must have a maintaining balance of at **least PHP 0.01**

---	Description	Value	Average Daily Balance PHP 10,000	Annual Interest Rate 3.5% p.a.	No. of days in a month 31	Net Interest Earning PHP 28.61

Note: The additional interest earned will be credited to your respective GSave account within **fourteen (14) business days**.

To learn more about GSave Deposit and Withdrawal limits, please visit [GCash Wallet and Transaction Limits](#).

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Can I open an eC-Savings GSave account?](#)
- [How can I make a deposit to my eC-Savings GSave account?](#)
- [How can I withdraw from my eC-Savings GSave account?](#)

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What are the deposit and withdrawal limits of my eC-Savings by Cebuana Lhuillier Rural Bank?

- [Can I open an eC-Savings GSave account?](#)
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- [What are the deposit and withdrawal limits of my eC-Savings by Cebuana Lhuillier Rural Bank?](#)
- [How can I make a deposit to my eC-Savings GSave account?](#)
- [How can I withdraw from my eC-Savings GSave account?](#)
- [How do I change the mobile number linked to my eC-Savings GSave account?](#)
- [How do I close my eC-Savings GSave account?](#)

43849045104409

Source: <https://help.gcash.com/hc/en-us/articles/43849045104409-What-is-the-interest-rate-for-eC-Savings-by-Cebuana-Lhuillier-Rural-Bank>

What is the interest rate in EzySave by Maybank {#what-is-the-interest-rate-in-ezysave-by-maybank}

Path: articles/10982272215961-What-is-the-interest-rate-in-EzySave-by-Maybank

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Articles in this section

- [Can I open an EzySave+ by Maybank account?](#)
- [What is the interest rate in EzySave+ by Maybank?](#)
- [How can I get a Maybank VISA debit card?](#)
- [How can I make a deposit to my EzySave+ by Maybank account?](#)
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- [How can I update the mobile number linked to my EzySave+ by Maybank account?](#)
- [How do I close my EzySave+ by Maybank account?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

The annual interest rate in EzySave+ by Maybank is **0.1875%** with **no minimum deposit** and **no maintaining balance**.

To earn interest, you must have a maintaining balance of at least P0.01.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Can I open an EzySave+ by Maybank account?](#)
- [How can I get a Maybank VISA debit card?](#)
- [How can I make a deposit to my EzySave+ by Maybank account?](#)

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[Can I open an EzySave+ by Maybank account?](#)

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[How can I get a Maybank VISA debit card?](#)

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- [How can I update the mobile number linked to my EzySave+ by Maybank account?](#)
- [How do I close my EzySave+ by Maybank account?](#)

10982272215961

Source: <https://help.gcash.com/hc/en-us/articles/10982272215961-What-is-the-interest-rate-in-EzySave-by-Maybank>

What is the interest rate in GSave by CIMB {#what-is-the-interest-rate-in-gsave-by-cimb}

Path: articles/12520304490905-What-is-the-interest-rate-in-GSave-by-CIMB

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- [When will my new CIMB Grow interest rate take effect?](#)
- [I want to upgrade to CIMB Grow but the app says I am not eligible. What do I have to do to become eligible?](#)
- [Can I open a CIMB Grow account in GCash?](#)
- [Can I open a GSave by CIMB account?](#)
- [What is the interest rate in GSave by CIMB?](#)
- [How can I make a deposit to my GSave by CIMB account?](#)
- [How can I withdraw from my GSave by CIMB account?](#)
- [How can I update the mobile number linked to my GSave by CIMB account?](#)
- [What is GSave Quick Save?](#)
- [How can I close my GSave by CIMB account?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

The annual interest rate in GSave by CIMB is **2.6%** with **no minimum deposit** and **no maintaining balance** needed.

Example Promo Scenario:

Eligible for 8% p.a. NTB promo: December onwards

Average Daily Balance (ADB) x Incremental Interest Rate x Number of days in a month / 360) x [1 - Withholding Tax (20%)] = **your interest**
\

Sample computation eligible for 8% p.a.:\\

Sample computation eligible for 8% p.a.

```
|||
| --- | --- |
| ADB: | 10,000 |
| Incremental Interest Rate: | 5.4% p.a. (8% p.a. less base rate of 2.6% p.a.) |
| No. of days in a month: | 31 |
| Net interest to be earned | (10,000 x 0.054 x 31) / 360 x 0.8 = Php 37.20 |
```

Note: The additional interest earned will be credited to your respective GSav account within **fourteen (14) business days** after each qualifying month. You will receive your interest as account credit on top of the regular monthly base interest payout of **2.6% p.a..**

Need more Help?\\

For other inquiries or concerns, check out the following articles:

\\

- [How can I make a deposit to my GSav by CIMB account?](#)
- [How can I withdraw from my GSav by CIMB account?](#)
- [How can I update the mobile number linked to my GSav by CIMB account?](#)

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- [When will my new CIMB Grow interest rate take effect?](#)
- [I want to upgrade to CIMB Grow but the app says I am not eligible. What do I have to do to become eligible?](#)
- [Can I open a CIMB Grow account in GCash?](#)
- [Can I open a GSav by CIMB account?](#)
- [What is the interest rate in GSav by CIMB?](#)
- [How can I make a deposit to my GSav by CIMB account?](#)
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- [How can I update the mobile number linked to my GSav by CIMB account?](#)
- [What is GSav Quick Save?](#)
- [How can I close my GSav by CIMB account?](#)

12520304490905

\\

Source: <https://help.gcash.com/hc/en-us/articles/12520304490905-What-is-the-interest-rate-in-GSave-by-CIMB>

What is the interest rate in MySaveUp by BPI {#what-is-the-interest-rate-in-mysaveup-by-bpi}

Path: articles/30242240950809-What-is-the-interest-rate-in-MySaveUp-by-BPI

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Articles in this section

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- [What is the interest rate in #MySaveUp by BPI?](#)
- [How can I make a deposit to my #MySaveUp by BPI account?](#)
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- [How can I update the mobile number linked to my #MySaveUp by BPI account?](#)
- [How can I close my #MySaveUp by BPI account?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

The annual interest rate in #MySaveUp by BPI is **0.0925%** with a **P1 minimum deposit** and **no maintaining balance**.

You must have a **maintaining balance of at least P5,000 to earn interest**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Can I open a #MySaveUp by BPI account?](#)
- [How can I make a deposit to my #MySaveUp by BPI account?](#)
- [How can I withdraw from my #MySaveUp by BPI account?](#)

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- [Can I open a #MySaveUp by BPI account?](#)
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- [How can I withdraw from my #MySaveUp by BPI account?](#)

- [How can I update the mobile number linked to my #MySaveUp by BPI account?](#)
- [How can I close my #MySaveUp by BPI account?](#)

30242240950809

Source: <https://help.gcash.com/hc/en-us/articles/30242240950809-What-is-the-interest-rate-in-MySaveUp-by-BPI>

What is the interest rate in UNOready GCash by UNOBank {#what-is-the-interest-rate-in-unoready-gcash-by-unobank}

Path: articles/14232563839001-What-is-the-interest-rate-in-UNOready-GCash-by-UNOBank

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Articles in this section

- [How do I link my #UNOready@GCash to the UNO Mobile app?](#)
- [What are the fees or charges for pre-terminating my #UNOReady@GCash by UNO Bank time deposit?](#)
- [Can I open a #UNOready@GCash by UNOBank account?](#)
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- [How can I make a deposit to my #UNOready@GCash by UNOBank account?](#)
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- [How can I pre-terminate my time deposit with #UNOready@GCash by UNOBank?](#)
- [How can I update the mobile number linked to my #UNOready@GCash by UNOBank account?](#)
- [How do I close my #UNOready@GCash by UNOBank account?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

The annual interest in #UNOready@GCash by UNOBank is **3.25 %** with **no minimum deposit** and **no maintaining balance**. To increase your interest rate to **3.75%**, please maintain at least PHP 5,000 in your account.

You must have a maintaining balance of at least PHP 0.01 to earn interest. Interest earned will be credited daily to your account.

See below for the interest rates and sample computation:

	--- --- ---	End-of-Day Balance	Interest Rate	From To	PHP 0.01 PHP
4,999.99	3.25%	PHP 5,000.00	PHP 4,999,999.99	3.75%	PHP 5,000,000.00
Above PHP 5M			1.00%		

Gross Interest Earned = Principal Amount x Interest Rate x (1/ number of days in a year)

Sample computation:

- At the end of the day, you have PHP 5,000 in your #UNOready@GCash by UNOBank account
- Interest rate: 3.75%
- Interest earned for 1 day = PHP 5,000 x 3.75% x (1/365) = **PHP 0.51**

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Can I open a #UNOready@GCash by UNOBank account?](#)
- [How can I make a deposit to my #UNOready@GCash by UNOBank account?](#)
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- [How do I link my #UNOready@GCash to the UNO Mobile app?](#)
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- [How can I update the mobile number linked to my #UNOready@GCash by UNOBank account?](#)
- [How do I close my #UNOready@GCash by UNOBank account?](#)

14232563839001

Source: <https://help.gcash.com/hc/en-us/articles/14232563839001-What-is-the-interest-rate-in-UNOready-GCash-by-UNOBank>

What is the minimum quantity for a buy order in GStocks PH {#what-is-the-minimum-quantity-for-a-buy-order-in-gstocks-ph}

Path: articles/31257061031705-What-is-the-minimum-quantity-for-a-buy-order-in-GStocks-PH

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Articles in this section

- [How can I buy PH stocks in GStocks PH?](#)
- [How can I sell PH stocks in GStocks PH?](#)
- [How do I check the status of my GStocks PH order?](#)
- [How can I change or cancel my GStocks PH order?](#)
- [What are the GStocks PH buy and sell fees I need to know about?](#)
- [What is the minimum quantity for a buy order in GStocks PH?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

The minimum quantity of shares you need to purchase depends on the stock. Here are a few terms to know before making your buy order:

Board Lot: The minimum purchase quantity

Fluctuation: The minimum change in price

Ultimately, the Board Lot is affected by the share price.

Tap to see some examples

||| --- | --- || **Example A** || **Stock Board Lot/ Min. No. of Shares to Buy** | 1,000 ||
Share Price | 4.19 || **Fluctuation** | 0.01 || **Sample Acceptable Quantity of Shares you can buy** | 2,000
3,000
4,000
etc || **Example B** || **Stock Board Lot/Min. No. of Shares to Buy** | 100 || **Share Price** | 9.8 || **Fluctuation** | 0.01 || **Sample Acceptable Quantity of Shares you can buy** | 2,100
2,200
2,300
etc |

Tap to see the corresponding Board Lots and Fluctuations

||||||| --- | --- | --- | --- || **Board Lots and Price Fluctuations** || Price Range |
 Fluctuation | Board Lot | 0.0001 | to | 0.0099 | 0.0001 | 1,000,000 | 0.010 | to | 0.049 |
 0.001 | 100,000 | 0.050 | to | 0.2409 | 0.001 | 10,000 | 0.250 | to | 0.495 | 0.005 | 10,000 |
 10.50 | to | 4.99 | 0.01 | 1,000 | 5.00 | to | 9.99 | 0.01 | 100 | 10.00 | to | 19.98 | 0.02 | 100 |
 120.00 | to | 499.95 | 0.05 | 100 | 50.00 | to | 999.95 | 0.05 | 10 | 100.00 | to | 199.90 | 0.10 |
 10 | 200.00 | to | 499.80 | 0.20 | 10 | 500.00 | to | 999.50 | 0.50 | 10 | 1,000 | to | 1,999 |
 1.00 | 5 | 2,000 | to | 4,998 | 2.00 | 5 | 5,000 | to | UP | 5.00 |

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I buy PH stocks in GStocks PH?](#)
- [How do I check the status of my GStocks PH order?](#)
- [I topped up my GStocks PH Trading Wallet but it has not been reflected yet. What do I do?](#)

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What are the GStocks PH buy and sell fees I need to know about?

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- [How can I buy PH stocks in GStocks PH?](#)
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- [How do I check the status of my GStocks PH order?](#)
- [How can I change or cancel my GStocks PH order?](#)
- [What are the GStocks PH buy and sell fees I need to know about?](#)
- [What is the minimum quantity for a buy order in GStocks PH?](#)

31257061031705

Source: <https://help.gcash.com/hc/en-us/articles/31257061031705-What-is-the-minimum-quantity-for-a-buy-order-in-GStocks-PH>

When do I pay for my GLoan {#when-do-i-pay-for-my-gloan}

Path: articles/39051542623257-When-do-I-pay-for-my-GLoan

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [How can I pay my GLoan dues?](#)
- [When do I pay for my GLoan?](#)

- [What happens when I pay my total GLoan outstanding balance in advance?](#)
- [How does GCash help with my GLoan payment?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Pay for your monthly GLoan dues without any late penalty fees by following the due dates found on your **GLoan Payment Page**.

To find out when your next payment is due, go to your GLoan dashboard and tap **Payment Schedule**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How does GCash help with my GLoan payment?](#)
- [How can I pay my GLoan dues?](#)
- [What happens when I pay my total GLoan outstanding balance in advance?](#)

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39051542623257

Source: <https://help.gcash.com/hc/en-us/articles/39051542623257-When-do-I-pay-for-my-GLoan>

When will I receive my GFunds Buy or Sell orders {#when-will-i-receive-my-gfunds-buy-or-sell-orders}

Path: articles/900004505746-When-will-I-receive-my-GFunds-Buy-or-Sell-orders

ADVISORY:

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Articles in this section

- [How can I buy funds in GFunds?](#)
- [How can I sell/withdraw funds from GFunds?](#)
- [How do I schedule automatic investments in GFunds?](#)
- [How do I track my pending Buy and Sell orders in GFunds?](#)

- [When will I receive my GFunds Buy or Sell orders?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

GCash processes Buy and Sell orders from **12:00 AM to 11:59 PM on the same day**. This means that the processing of your Buy or Sell order begins on the **next business day** after you place the order.

Note:

If you place a Sell order and your balance is below the minimum required amount, the transaction will be rejected.

If you want to sell your full investment and not maintain the investment balance, **enter the total amount** of your investment when placing your Sell order.

Please refer to the table below for the processing days of each fund:

Buy Orders Sell Orders	Fund Order Completion Date
Allocation Date (Order Confirmation)	Crediting Date (Order Completion)
Philippine Stock Index Fund	3 Business Days 3 Business Days 6 Business Days ATRAM Peso Money Market Fund
3 Business Days	3 Business Days 4 Business Days ATRAM Total Return Peso Bond Fund
3 Business Days	4 Business Days 4 Business Days 5 Business Days ATRAM Philippine Equity Smart Index Fund
4 Business Days	4 Business Days 4 Business Days 6 Business Days ATRAM Philippine Sustainable Development and Growth Fund
4 Business Days	4 Business Days 6 Business Days ALFM Global Multi-Asset Income Fund
4 Business Days	4 Business Days 8 Business Days ATRAM Global Technology Feeder Fund
5 Business Days	5 Business Days 5 Business Days 8 Business Days ATRAM Global Consumer Trends Feeder Fund
5 Business Days	5 Business Days 5 Business Days 8 Business Days ATRAM Global Equity Opportunity Fund
5 Business Days	5 Business Days 8 Business Days ATRAM Global Health Care Fund
5 Business Days	5 Business Days 8 Business Days ATRAM Global Infra Equity Fund
5 Business Days	5 Business Days 8 Business Days

Note: The allocation date is when your order is confirmed and ready for crediting.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I track my pending Buy and Sell orders in GFunds?](#)
- [How can I buy funds in GFunds?](#)
- [How can I sell/withdraw funds from GFunds?](#)
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- [How can I buy funds in GFunds?](#)
- [How can I sell/withdraw funds from GFunds?](#)
- [How do I schedule automatic investments in GFunds?](#)
- [How do I track my pending Buy and Sell orders in GFunds?](#)
- [When will I receive my GFunds Buy or Sell orders?](#)

900004505746

Source: <https://help.gcash.com/hc/en-us/articles/900004505746-When-will-I-receive-my-GFunds-Buy-or-Sell-orders>

When will my new CIMB Grow interest rate take effect {#when-will-my-new-cimb-grow-interest-rate-take-effect}

Path: articles/43743585473433-When-will-my-new-CIMB-Grow-interest-rate-take-effect

ADVISORY:

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Articles in this section

- [When will my new CIMB Grow interest rate take effect?](#)
- [I want to upgrade to CIMB Grow but the app says I am not eligible. What do I have to do to become eligible?](#)
- [Can I open a CIMB Grow account in GCash?](#)
- [Can I open a GSav by CIMB account?](#)
- [What is the interest rate in GSav by CIMB?](#)
- [How can I make a deposit to my GSav by CIMB account?](#)
- [How can I withdraw from my GSav by CIMB account?](#)
- [How can I update the mobile number linked to my GSav by CIMB account?](#)
- [What is GSav Quick Save?](#)
- [How can I close my GSav by CIMB account?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you are upgrading from a GSav account to CIMB Grow, your new higher interest rate will start on the next cycle (which begins on the first of every month).

Example Scenario:

Opt-in Date: September 15, 2024

Interest Rate Before Next Cycle: 2.6% p.a. (September 16-30)

Next Monthly Cycle Start Date: October 1, 2024

New Interest Rate: 4.0% p.a. (effective October 1 onwards)

If you **do not have an existing GSave account** and you open CIMB Grow directly, you will immediately enjoy the 4.0% p.a. interest rate upon activation.

Need more Help?

For other inquiries or concerns, check out the following article:

- [I want to upgrade to CIMB Grow but the app says I am not eligible. What do I have to do to become eligible?](#)

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I want to upgrade to CIMB Grow but the app says I am not eligible. What do I have to do to become eligible?

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- [Can I open a CIMB Grow account in GCash?](#)
- [Can I open a GSave by CIMB account?](#)
- [What is the interest rate in GSave by CIMB?](#)
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- [How can I withdraw from my GSave by CIMB account?](#)
- [How can I update the mobile number linked to my GSave by CIMB account?](#)
- [What is GSave Quick Save?](#)
- [How can I close my GSave by CIMB account?](#)

43743585473433

Source: <https://help.gcash.com/hc/en-us/articles/43743585473433-When-will-my-new-CIMB-Grow-interest-rate-take-effect>

Where can I cash in over the counter to my GCash account {#where-can-i-cash-in-over-the-counter-to-my-gcash-account}

Path: articles/36156472206105-Where-can-I-cash-in-over-the-counter-to-my-GCash-account

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [I cashed in an over the counter store or a machine but I didn't receive the money. What do I do?](#)
- [Can I cash in to GCash with coins?](#)
- [Can I cash in to my GCash wallet using a Credit/Debit Card?](#)
- [How do I cash in to GCash from my online banking app or website?](#)
- [Where can I cash in over-the-counter to my GCash account?](#)
- [How do I cash in to GCash from InstaPay or PESONet?](#)
- [How do I cash in to GCash Over-the-Counter for free?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Here's a list of GCash's over-the-counter cash in partners for your convenience. These partners allow you to easily add funds to your GCash wallet. Keep in mind that some partners may charge Cash In Fees.

Cash In Machines

*Cash in Fee Applies

- BSP
- eTap
- Pay&Go
- Touchpay

Convenience Stores

- 7/11 (**1% cash in fee**)
- Alfamart
- Family Mart
- PureMart
- Shell SELECT
- Uncle John's

Pawnshops

- *Cebuana Authorized Agents (cash in fees depend per branch)
- CVM Pawnshop
- Jaro Pawnshop
- M. Lhuillier
- Palawan
- RD Pawnshop

- Tambunting
- Villarica

Payment Facilities

- All Bank
- AllCash
- Bayad Center
- DAS
- ECPay
- ExpressPay
- Globe Store
- Growsari
- Hanepbuhay
- iBayad
- Panalo Express
- PERA HUB
- Possible
- True Money
- VIP Payments Center

Supermarkets

- All Day Supermarket
- Choice Mart
- Easy Day Shop
- Ever Supermarket
- Gaisano Grand
- Puregold
- Robinsons Easymart
- Robinsons Supermarket
- San Roque Supermarket
- Shopwise
- SM Group of Supermarkets
- The Marketplace
- Ultra Mega Supermarket
- Waltermart

Department Stores

- Robinsons Department Stores
- The SM Store

Drug Stores

- Generika
- Mercury Drug
- South Star Drug
- Watson

Logistics

- LBC Express

Gas Stations

- Petron
- Seaoil

Retail Stores

- No Brand

Sari Sari Stores

- GCash Pera Outlet

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How much can I cash in to GCash over the counter for free?](#)
- [What are the GCash Cash In fees I need to know about?](#)
- [Who are the official remittance partners of GCash?](#)
- [How can I claim my remittance with GCash?](#)
- [I cashed in to the wrong mobile number. What can I do?](#)

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How do I cash in to GCash from my online banking app or website?

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How do I cash in to GCash from InstaPay or PESONet?

- [I cashed in an over-the-counter store or a machine but I didn't receive the money. What do I do?](#)
- [Can I cash in to GCash with coins?](#)
- [Can I cash in to my GCash wallet using a Credit/Debit Card?](#)
- [How do I cash in to GCash from my online banking app or website?](#)
- [Where can I cash in over-the-counter to my GCash account?](#)
- [How do I cash in to GCash from InstaPay or PESONet?](#)
- [How do I cash in to GCash Over-the-Counter for free?](#)

36156472206105

Source: <https://help.gcash.com/hc/en-us/articles/36156472206105-Where-can-I-cash-in-over-the-counter-to-my-GCash-account>

Where can I check GCash Promos {#where-can-i-check-gcash-promos}

Path: articles/360020831333-Where-can-I-check-GCash-Promos

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [GCash Cards Dota 2 Experience 2025 Raffle](#)
- [Fuse Summer Promo 2025](#)
- [Sulong Kaagapay UNAHCO Cashback Promo](#)
- [GCrypto Rebate Promo](#)
- [CIMB PH – Earn More Promo](#)
- [Move It Summer Promo 2025](#)
- [GCash Summer 2025 Promo](#)
- [Lucky Pay Bills Promo](#)
- [HODL and Win USDC Promo](#)
- [Load Voucher Promo for Verification](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Enjoy promos and deals on GCash's products and services! To see the list of current promos, check out the following:

- [Promos page on the GCash website](#)
- Social media accounts ([Facebook](#), [X \(Formerly Twitter\)](#), and [Instagram](#))
- GCash App

How to check promos on the GCash app

1. Log in to your GCash app

2. Tap **Profile > Promos**

You'll be led to the GCash website that shows all the available promos.

If your voucher isn't working, make sure that it's **not expired**. If the voucher is not expired and still not working, [click here to ask for help](#). A customer service representative will contact you within **24 hours**.

If you fulfilled all the requirements of a promo but didn't receive the reward or incentive, [click here to ask for help](#). A customer service representative will contact you within **24 hours**.

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View and use vouchers via Voucher Pocket

- [GCash Cards Dota 2 Experience 2025 Raffle](#)
- [Fuse Summer Promo 2025](#)
- [Sulong Kaagapay UNAHCO Cashback Promo](#)
- [GCrypto Rebate Promo](#)
- [CIMB PH – Earn More Promo](#)
- [Move It Summer Promo 2025](#)
- [GCash Summer 2025 Promo](#)
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- [HODL and Win USDC Promo](#)
- [Load Voucher Promo for Verification](#)
- [Where can I check GCash Promos?](#)
- [View and use vouchers via Voucher Pocket](#)
- [I don't want to receive SMS of GCash offers and promos](#)

360020831333

Source: <https://help.gcash.com/hc/en-us/articles/360020831333-Where-can-I-check-GCash-Promos>

Who are the official remittance partners of GCash {#who-are-the-official-remittance-partners-of-gcash}

Path: articles/31649034176537-Who-are-the-official-remittance-partners-of-GCash

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

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- [How do I claim/receive my remittance with GCash?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

For a smooth and secure experience, transact only with GCash-accredited remittance partners.

||| --- | --- || **Country** | **Partner** || Andorra | Skrill || Australia | Panda Remit
Remitly
Rocket Remit
Skrill
Wirebarley
WorldRemit
Ria || Austria | Skrill
Taptap Send || Bahrain | bWallet
Ithmaar Bank
Lulu Exchange || Belgium | Skrill
Taptap Send || Brunei | Siammali Send || Bulgaria | Skrill || Canada | ViAmericas
Sendwave
WorldRemit
Ria
Telcoin
Xoom
Wirebarley
Remitly
Canada
OTT Remit || Colombia | Skrill || Cambodia | AMK
Vattanac
Wing Money || Croatia | Skrill || Cyprus | TransferGalaxy || Czech Republic | Skrill ||
Denmark | WorldRemit
Skrill || Estonia | TransferGalaxy
Skrill || Finland | Skrill
Taptap Send || France | Skrill
Smallworld
Taptap Send
Sendwave
WorldRemit || Germany | Skrill
Smallworld
Remitly
Taptap Send
WorldRemit || Greece | TransferGalaxy
Skrill || Hong Kong | Alipay Hong Kong
Pacific Ace
Panda Remit
Skrill
Wirebarley
TNG || Iceland | TransferGalaxy
Skrill || India | Skrill || Ireland | Skrill
Taptap Send
Sendwave
WorldRemit || Israel | Global Remit
Skrill
Neema Bank || Italy | Skrill
Taptap Send
Remitly
Sendwave
WorldRemit
Ria || Japan | Kabayan Remit

SBI Remit
DCOM Express Money
Japan Remit Finance
Smiles
Remitly
enRemit
World Family Remit
Kyodai Remittance
Queen Bee
WorldRemit || Jordan | Jordan Post || Korea (South) | Cross Remittance
GmoneyTrans
Wirebarley
GME Remittance
Hanpass
Coinshot
Skrill
GMoney Trans
e9Pay
Hanpass || Kuwait | Warba Bank,
Unimoni
Lulu Exchange
Al Nada Exchange || Latvia | TransferGalaxy
Skrill || Lithuania | TransferGalaxy || Luxembourg | Skrill || Macau | Pacific Ace ||
Malaysia | Lucky Money Inc.
TikFX
Skrill
Ria || Malta | TransferGalaxy
Skrill || Mexico | Skrill || Morocco | Skrill || Netherlands | Taptap Send
WorldRemit || New Zealand | Panda Remit
Wirebarley
Skrill
WorldRemit || Norway | Taptap Send
WorldRemit || Oman | Unimoni
Lulu Exchange || Poland | TransferGalaxy
Skrill || Portugal | TransferGalaxy
Skrill
Taptap Send || Qatar | Unimoni,
Lulu Exchange
Remitly
Ooredoo
Ria || Romania | Skrill || Saudi Arabia (Kingdom of) | Saudi Arabia British Bank
Skrill
Ria || Serbia | Skrill || Singapore | Remitly
Singtel Dash
Kabayan Remittance
Panda Remit || Slovakia | TransferGalaxy
Skrill || Slovenia | Skrill || South Africa | WorldRemit || Spain | Smallworld
Remitly
Sendwave
WorldRemit
BC Remit || Switzerland | Smallworld
WorldRemit || Sweden | WorldRemit
TransferGalaxy || Taiwan | Far East Remit
EEC

EMQ Send
Fastpay || Tunisia | Skrill || Turkey | Senderpayment || United Arab Emirates | AlfaPay
e&money (Etisalat)
Instant Cash
PayIt First Abu Dhabi Bank
Pypple
Wall Street Exchange
Lulu Exchange
Remitly
Taptap Send
Al Fardan
Denarii Cash
Ria || United Kingdom | Azimo
Panda Remit
PassTo
Skrill
Remitly
SmallWorld
Taptap Send
Transfergo
OTT Remit
BC Remit
Sendwave
WorldRemit || United States of America | Panda Remit
Skrill
Wirebarley
Xoom
Smallworld
Taptap Send
LBC US
Western Union
Moneygram
Pomelo
Remitly
Uniteller
Visa Direct
Viameicas
WorldRemit
BC Remit
Ria |

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I claim/receive my remittance with GCash?](#)
- [How can I send remittance to a GCash wallet?](#)
- [I didn't receive my cash in to my GCash wallet. What do I do?](#)

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- [How can I send remittance to a GCash wallet?](#)
- [Who are the official remittance partners of GCash?](#)

31649034176537

Source: <https://help.gcash.com/hc/en-us/articles/31649034176537-Who-are-the-official-remittance-partners-of-GCash>

Who is the lender of my GLoan {#who-is-the-lender-of-my-gloan}

Path: articles/30654917327129-Who-is-the-lender-of-my-GLoan

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [How can I update my mobile number for my GLoan account?](#)
- [Who is the lender of my GLoan?](#)
- [How do I delete my GLoan account?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

GLoan partners with 3rd party Financial Institutions.

If you're wondering how it can impact your loan experience, read on for important details:

Account Transfer

Qualified loan accounts may be moved to these partner institutions, as stated in [GLoan Terms & Conditions](#).

Loan Terms

Your loan terms will not change, whether with Fuse Financing Inc. or another partner. This means your payment schedule, dues, penalties, interest rates, and fees will stay the same. You may also continue making payments through GCash.

To find out if your loan is with **Fuse Financing Inc.** or a partner financial institution, view your **GLoan Disclosure Statement**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How much can I borrow with GLoan?](#)
- [How can I update my mobile number for my GLoan account?](#)
- [How can I pay my GLoan dues?](#)
- [I have a concern with GLoan's partner collection agencies. What should I do?](#)

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30654917327129

Source: <https://help.gcash.com/hc/en-us/articles/30654917327129-Who-is-the-lender-of-my-GLoan>

Why am I not eligible for GLoan {#why-am-i-not-eligible-for-gloan}

Path: articles/39388172019353-Why-am-I-not-eligible-for-GLoan

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- [Why am I not eligible for GLoan?](#)
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- [I was charged a penalty or additional fee even though I paid my GLoan on time. What do I do?](#)
- [I already paid my GLoan but it's not reflecting yet. What should I do?](#)

- [I have a concern with GLoan's partner collection agencies. What should I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

You may not be eligible for GLoan due to the following:

- You are not 21-65 years old
- You are not a Filipino citizen
- Your GCash account is **not** Fully Verified
- You do not use GCash services on a regular basis

If you meet the requirements based on age, nationality, and frequency of usage but your account is not **Fully Verified** yet, here's what you can do:

1. On your GCash app, tap **Account**
2. Read the requirements and select the government ID you wish to upload
3. Scan your ID and take a selfie scan
4. Review your information > **Submit**

Read more on [how to get Fully Verified here.](#)

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Can I apply for a GLoan?](#)
- [How much can I borrow with GLoan?](#)
- [Who is the lender of my GLoan?](#)
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- [I have a concern with GLoan's partner collection agencies. What should I do?](#)

39388172019353

Source: <https://help.gcash.com/hc/en-us/articles/39388172019353-Why-am-I-not-eligible-for-GLoan>

Why am I not qualified for GCredit {#why-am-i-not-qualified-for-gcredit}

Path: articles/39853458681113-Why-am-I-not-qualified-for-GCredit

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Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

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- [Why am I not qualified for GCredit?](#)
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- [I can't make a payment for my GCredit account. What do I do?](#)
- [I was charged a penalty or additional fee even though I paid my GCredit on time. What do I do?](#)
- [I have a concern with GCredit's partner collection agencies. What should I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

You may not be qualified for GCredit due to the following:

- You are not 21-65 years old
- You are not a Filipino citizen
- Your GCash account is **not Fully Verified**
- You do not use GCash services on a regular basis

If you have other questions or concerns about activating GCredit, [click here to ask for help](#). Make sure you input your GCash-registered email to receive updates. A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I already paid my GCredit but it's not reflecting yet. What should I do?](#)
- [I was charged multiple times for one GCredit payment. What do I do?](#)

- [I can't make a payment for my GCredit account. What do I do?](#)

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- [I have a concern with GCredit's partner collection agencies. What should I do?](#)

39853458681113

Source: <https://help.gcash.com/hc/en-us/articles/39853458681113-Why-am-I-not-qualified-for-GCredit>

Why am I not qualified for GFunds {#why-am-i-not-qualified-for-gfunds}

Path: articles/30845376740249-Why-am-I-not-qualified-for-GFunds

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

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- [My Sell Order has not been reflected in my GFunds account. What do I do?](#)
- [I can't buy or sell funds in GFunds. What do I do?](#)
- [I can't open a GFunds account. What do I do?](#)
- [I can't access my GFunds account. What do I do?](#)
- [Why am I not qualified for GFunds?](#)
- [My Buy Order has not been reflected in my GFunds account. What do I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

You may not be qualified for GFunds due to the following:

- You are not 18 years old
- You don't have a Fully Verified GCash account
- The personal information you provided is inaccurate or incomplete
- You may be using a payroll account.

If you are not qualified, you will be informed of the reason and may need to provide additional information or documents to continue. Make sure your account details are accurate and complete to ensure a smooth registration process and avoid delays or rejection.

Need more Help?

For other inquiries or concerns, check out the following articles:

- I can't open a GFunds account. What do I do?
- How can I apply for GFunds?
- What is the Risk Profile Questionnaire (RPQ) in GFunds?

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- I can't buy or sell funds in GFunds. What do I do?
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- I can't access my GFunds account. What do I do?
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- My Buy Order has not been reflected in my GFunds account. What do I do?

30845376740249

Source: <https://help.gcash.com/hc/en-us/articles/30845376740249-Why-am-I-not-qualified-for-GFunds>

Why am I not qualified for GGives {#why-am-i-not-qualified-for-ggives}

Path: articles/39854938625561-Why-am-I-not-qualified-for-GGives

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

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- [I am encountering an error in applying for GGives. What do I do?](#)
- [I already paid my GGives but it's not reflecting yet. What should I do?](#)
- [I can't make a payment for my GGives account. What do I do?](#)
- [I was charged multiple times for one GGives payment. What do I do?](#)
- [I still haven't received my GGives interest cashback after 14 days. What should I do?](#)
- [I was charged a penalty or additional fee even though I paid my GGives on time. What do I do?](#)
- [I have a concern with GGives' partner collection agencies. What should I do?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

You may not be qualified for GGives due to the following:

- You are not 21-65 years old
- You are not a Filipino citizen
- Your GCash account is **not Fully Verified**
- You do not use GCash services on a regular basis

If you have further questions or concerns, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I already paid my GGives but it's not reflecting yet. What should I do?](#)
- [I still haven't received my GGives interest cashback after 14 days. What should I do?](#)
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I am encountering an error in applying for GGives. What do I do?

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- [I was charged multiple times for one GGives payment. What do I do?](#)
- [I still haven't received my GGives interest cashback after 14 days. What should I do?](#)
- [I was charged a penalty or additional fee even though I paid my GGives on time. What do I do?](#)
- [I have a concern with GGives' partner collection agencies. What should I do?](#)

39854938625561

Source: <https://help.gcash.com/hc/en-us/articles/39854938625561-Why-am-I-not-qualified-for-GGives>

Why did I receive a notification to update my GCash account information {#why-did-i-receive-a-notification-to-update-my-gcash-account-information}

Path: articles/35141220806169-Why-did-I-receive-a-notification-to-update-my-GCash-account-information

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- [Ano ang mga steps para makakuha ng Fully Verified na GCash Account?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

If GCash asked you to update your account, it's because it's been a while since you first verified it. The Bangko Sentral ng Pilipinas requires Fully Verified users to update their information regularly to keep full access to all GCash features.

Update your account before the deadline to avoid getting downgraded to a [Basic GCash account](#).

Tap to learn how to update your GCash account information

1. Open the GCash app, tap **Profile**, then tap your name
2. Tap **Update Account Information > Update your Profile**
3. Enter the 6-digit code sent to your GCash number, then tap Next
4. Fill in the needed information and complete the verification
5. Submit your update

You'll get an SMS when your profile is updated. Getting an update on your verification status may take up to **3 days**.

Check out the articles below about verifying your GCash account

- 👉 [Accepted IDs for GCash Verification](#)
- 👉 [My GCash account is still not verified after 3 days. What do I do?](#)
- 👉 [My GCash account verification failed. What should I do?](#)

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35141220806169

Source: <https://help.gcash.com/hc/en-us/articles/35141220806169-Why-did-I-receive-a-notification-to-update-my-GCash-account-information>

Why do I need to provide a selfie for my GCash account {#why-do-i-need-to-provide-a-selfie-for-my-gcash-account}

Path: articles/30294720114713-Why-do-I-need-to-provide-a-selfie-for-my-GCash-account

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

To keep your account secure and prevent unauthorized transactions, **GCash requires a Selfie Scan during your first login** after creating a new account. Here's how to take your selfie:

Before you begin, **make sure your front camera is working properly**.

1. Open your GCash app and tap **MPIN login**
2. Input your MPIN
3. Read the tips on how to take the perfect Selfie Scan and tap **Okay**
4. Take your selfie scan

After a successful selfie scan, you'll be directed to the GCash app homepage.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [The selfie scan in GCash is not working. What do I do?](#)
- [My front camera is broken. How can I use GCash?](#)
- [What are the steps to get a Fully Verified GCash account?](#)
- [What happens if I don't fully verify my GCash account?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30294720114713-Why-do-I-need-to-provide-a-selfie-for-my-GCash-account>

Why does my bank account unlink from GCash even though I already linked it before {#why-does-my-bank-account-unlink-from-gcash-even-though-i-already-linked-it-before}

Path: articles/40231082838297-Why-does-my-bank-account-unlink-from-GCash-even-though-I-already-linked-it-before

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- [I cashed in to the wrong GCash account. What can I do?](#)
- [I transferred money or cashed in from a bank or e-wallet but I didn't receive the money. What do I do?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
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If your bank account unlinks from GCash despite previously linking it, there are several reasons why this might happen:

- 1. Account Security and Verification Issues** For security purposes, GCash may unlink accounts if there are inconsistencies in your account information. Make sure the details in your GCash and bank accounts match exactly to avoid verification problems.
- 2. System Maintenance or Updates**

GCash or the bank might undergo updates or maintenance, which could temporarily affect linked accounts. After such updates, accounts might require linking to restore functionality.

3. Inactivity or Expired Links

Some bank-to-GCash connections may unlink after prolonged inactivity or due to security protocols that invalidate old links.

4. Banks Policies or Limits

Your bank might have policies that require periodic re-verification of linked accounts. Additionally, exceeding cash-in limits or frequently failed transactions may trigger unlinking.

How to fix the issue:

Reverify and Re-link

1. Open your GCash app, go to **Cash In > Local Banks**
2. Tap the bank you want to link your bank account to under ‘Recommended Banks’
3. Follow the instructions to re-link your bank account. Ensure all account details are accurate.

If you are having issues in re-linking your bank account, [click here to ask for help](#). A customer service representative will contact you in **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I cannot link my bank to GCash. What do I do?](#)
- [How do I link my BPI/Unionbank to GCash?](#)
- [How do I link my Payoneer to GCash?](#)
- [How do I link my PayPal to GCash?](#)
- [I can't cash in to my GCash wallet. What do I do?](#)

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- [I can't cash in to my GCash wallet. What do I do?](#)

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Why is my next GLoan offer smaller than the last one {#why-is-my-next-gloan-offer-smaller-than-the-last-one}

Path: articles/30376185137561-Why-is-my-next-GLoan-offer-smaller-than-the-last-one

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- [How do I send money to another GCash account?](#)

Your next loan amount or credit limit on GLoan might be lower or smaller because of the following:

- **Loan Limits:** Your loan amount depends on your credit limit, which changes based on your GCash usage and repayment history.
- **GCash Usage:** Using GCash services like paying bills or sending money
- **Repayment History:** Paying loans on time or before your due date

Note: GLoan is a pre-qualified loan offered to select users. GLoan offers and approvals are subject to evaluation and are not guaranteed

To increase your GLoan amount, regularly use services like Cash In, Pay QR, Pay Bills, GSave, and GInvest. Also, make sure to pay your existing GLoan dues on time.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How much can I borrow with GLoan?](#)

- [What are the GLoan fees I need to know about?](#)
- [What happens when I pay my total GLoan outstanding balance in advance?](#)
- [When do I pay for my GLoan?](#)

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Why was my GCash account deactivated {#why-was-my-gcash-account-deactivated}

Path: articles/19643426242201-Why-was-my-GCash-account-deactivated

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- [What are the steps to get a Fully Verified GCash account?](#)

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If you received an email on Account Deactivation and cannot access your GCash account anymore, it means your GCash Basic account was deactivated/closed.

A GCash account **will be deactivated if it is not fully verified within 12 months** from the time the account was opened. This is in line with Bangko Sentral ng Pilipinas (BSP) rules and regulations . You may [click here](#) to read more about this policy.

If you want to use GCash again, you can [create a new GCash account](#).

If your account has money:

GCash Basic accounts that are unverified and have funds will be suspended and will be collected an **Account Maintenance Fee of PHP 15 monthly**. This fee will continue to be charged until the wallet balance reaches 0.

If you want to withdraw the remaining funds on your GCash Basic account, you may follow these [steps](#).

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I delete or close my GCash account?](#)
- [I want to transact offline with GCash. What do I do?](#)
- [My GCash account is on hold. How can I access my account?](#)
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19643426242201

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Why was my GCredit account closed {#why-was-my-gcredit-account-closed}

Path: articles/31122580815129-Why-was-my-GCredit-account-closed

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

Your GCredit account was closed or revoked due to the following:

- **Outstanding GCredit dues of 3 months** - It has been 3 months since your due date and you have not settled your GCredit dues
- **Foreign nationality** - GCredit is only available to Filipino citizens and you are a foreign national
- **Maximum age requirement** - You are past 65 years old

If your GCredit account is permanently closed, you won't be able to use it for future transactions.

However, you can still pay off any remaining balance. GCash will send you an SMS if your GCredit account is closed.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I use GCredit to pay?](#)

- [How can I pay for my GCredit dues?](#)
- [How much can I borrow with GCredit?](#)

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How can I update my mobile number for my GCredit account?

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My GCredit was deactivated. What do I do?

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- [How do I delete my GCredit account?](#)

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Your GCash Account {#your-gcash-account}

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Your GCash Account {#your-gcash-account}

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- [Paano mag troubleshoot ng GCash App issues](#)
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Wallet & Transactions

- [What are my GCash Wallet and Transaction Limits?](#)
- [How do I increase my GCash wallet and transaction limits?](#)
- [My GCash wallet and transaction limits did not increase even after following the steps. What do I do?](#)
- [How do I view and download my GCash transaction history?](#)
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Manage Your App

- [I did not receive my OTP for my GCash transaction/login](#)
- [How to activate and turn on location services on GCash](#)

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Your Guide to GCash {#your-guide-to-gcash}

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[My GCash payment or transaction was unsuccessful but my wallet was deducted. How do I get a refund?](#)

[Differences between Send Money, Bank Transfer, Cash In, Cash Out](#)

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eC Savings by Cebuana Lhuillier Rural Bank {#ec-savings-by-cebuana-lhuillier-rural-bank}

Path: sections/39567114901529-eC-Savings-by-Cebuana-Lhuillier-Rural-Bank

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[Can I open an eC-Savings GSav account?](#)

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Source: <https://help.gcash.com/hc/en-us/sections/39567114901529-eC-Savings-by-Cebuana-Lhuillier-Rural-Bank>

GCash Mini Program Documentation

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Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/about/app-container

(Optional) Add mini program members {#optional-add-mini-program-members}

Last updated: 2022-07-07

Path: miniprogram_gcash

(Optional) Add mini program members

2022-07-07 17:08

This topic describes the steps of the task to add members to a mini program. After creating the mini program, developer admins invite related developers to become members and add them to the mini program.

Procedures

To add members to a mini program, you can follow the corresponding steps as below:

Step 1: Navigate to Members tab

Click **Mini Program** on the navigation panel to the left to check the mini program list.

Click the name of the newly created mini program and then navigate to **Members** tab.

Step 2: Add members

Click **+ New member**, you can see all workspace members on the new member list. Select the workspace member you want and add the member to the mini program and click **Save**.

The workspace member will join to manage the mini program as a developer automatically.

Note: The workspace member who creates the mini program will be set as an admin of the mini program automatically.

You can change roles for the workspace member by clicking **Set As** and choose the mini program member role you want to assign to the workspace member. If you do not want the workspace member to manage the mini program, click **Delete** to remove the member from this mini program.

Now you have completed adding members for a mini program.

Next steps

[Upload mini programs](#)

[Configure mini programs](#)

[Release mini programs](#)

[Generate QR codes](#)

[Remove mini programs](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/add_member

(Optional) Configure mini programs {#optional-configure-mini-programs}

Last updated: 2022-07-07

Path: miniprogram_gcash

(Optional) Configure mini programs

2022-07-07 17:08

This topic describes the steps of the task to configure a mini program. After uploading the mini program to the platform, developer admins can configure the mini program, such as editing client ID and merchant ID, adding features, and so on.

Procedures

To configure a mini program, you can follow the corresponding steps as below:

Step 1: Navigate to Versions tab

Click **Mini Program** on the menu panel to the left and then click the name of the newly created mini program to enter **Versions** tab.

Step 2: Set configurations

There are two scenarios to set configurations depending on whether you upload a version for the mini program:

- Mini programs without versions
- Mini programs with versions

Mini programs without versions

If you do not upload a version, you can click **Configuration** to set global configurations, which means the configurations you set will be effective to all versions you upload for the mini program.

Enter the following parameters for the global configurations:

Note: If the wallet supports multiple environments, you can set the client ID and merchant ID for multiple environments. If not, you can only set the client ID and merchant ID of the supported environment.

- **Client ID** is assigned to a merchant by the wallet in a specific scenario, for example, payment. A single merchant ID can have multiple client IDs based on different scenarios.
- **Merchant ID** is assigned to a merchant by the wallet. A single merchant can have multiple merchant IDs based on different wallets.
- **Whitelist:**
 - **Server Domain** in the whitelist can access data and make out-of-domain calls.
 - **H5 Domain** in the whitelist can access the mobile page (H5) via the web-view component.
 - **Tester Emails** in the whitelist can test the mini program during the release process.

After confirming the above parameters, click **Save** to save the current global configurations. Once versions are released, the global configuration will be active.

Mini programs with versions

If you already upload one or more versions, you can set global configurations for all versions or configurations for a single version.

Global configurations

To set global configurations, click **Configuration** in the upper left corner of the page.

Enter the same parameters as above.

Single version configurations

To set configurations for a single version, click **Config** under **Action**.

Enter the same parameters for a single version as the global configurations. If you both set global configurations and single version configurations, single version configurations have a higher priority to be active after release.

Note: In the single version configurations scenario, the environment you release the version is the same as the environment that you can configure the merchant ID and client ID.

In addition, you can also set or modify configurations for a single version during its release process by clicking **View Configuration**.

Now you have completed configuring mini programs.

Next steps

[Release mini programs](#)

[Generate QR codes](#)

[Remove mini programs](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/configure

/v1/authorizations/applyToken {#/v1/authorizations/applytoken}

Last updated: 2023-01-29

Path: miniprogram_gcash

/v1/authorizations/applyToken

2023-01-29 20:55

POST /v1/authorizations/applyToken

The applyToken interface is used to obtain the access token. This interface can be used in the following cases:

- After the merchant receives **authCode** from Mini-Program, the merchant uses this interface to request the access token from e-wallet. In this scenario, the interface generally needs to be used with the Authorization Prepare Interface.
- When the original token expires, the merchant requests a new access token by using the refresh token. In this scenario, this interface can be used independently.

Message structure

Request

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** ||

referenceClientId | String | No | In Mini-Program scenario, it is the unique identifier of the Mini-Program authorized by the user.

The referenceClientId represents the next-level client id. When multiple auth codes need to be assigned to the same client, different referenceClientIds can be passed in to distinguish them.

Max. length: 128 characters. || **grantType** | String | Yes | Indicates which parameter is to be used to obtain the access token. Possible values are:

- **AUTHORIZATION_CODE**: the authCode is to be used to retrieve the accessToken.

- **REFRESH_TOKEN**: the refreshToken is to be used to retrieve the accessToken.

Max. length: 16 characters. || **authCode** | String | No | Is required when **grantType** is **AUTHORIZATION_CODE**.

The authorization code, which is used by confidential and public clients to exchange an authorization code for an access token. After the user returns to the client via the Mini-program API, the Mini-program will get the authorization code from the response of and use it to request an access token.

Max. length: 32 characters. || **refreshToken** | String | No |

refreshToken is required when **grantType** is **REFRESH_TOKEN**.

The refresh token, which is used by the auth client to exchange for a new access token when the access token expires. By using the refresh token, new access tokens can be obtained without further interaction with the user.

Max. length: 128 characters. || **extendInfo** | String | No | The extend information, wallet and merchant can put extend info here.

Max. length: 4096 characters. |

Response

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** || **result** | **Result**

| Yes | The request result, which contains information related to the request result, such as status and error codes. || **accessToken** | String | No | An access token that can be used to access the user resource scope.

When authorization application is successful [**result.resultStatus == S**], the auth client might use accessToken to access the corresponding user's resource scope.

Max. length: 128 characters. || **accessTokenExpiryTime** | String/Datetime | No | Access token expiration time, which follows the [ISO 8601](#) standard. After this time, authClient will not be able to use this token to deduct from user's account.

This parameter must be returned when authorization application is successful [**result.resultStatus == S**], and the accessToken will be invalid after **accessTokenExpiryTime**. || refreshToken | String | No | The refresh token that is used by the auth client to exchange for a new access token when the access token expires. By using the refresh token, new access tokens can be obtained without further interaction with the user.

This parameter must be returned when authorization application is successful [**result.resultStatus == S**], and the merchant can use the **refreshToken** to request for a new **accessToken**.

Max. length: 128 characters. || refreshTokenExpiryTime | String/Datetime | No | Refresh token expiration time, after which the auth client cannot use this token to retrieve a new access token. The value follows the [ISO 8601](#) standard.

This parameter must be returned when authorization application is successful [**result.resultStatus == S**], and the merchant will not be able to use the refreshToken to retrieve a new **accessToken** after **refreshTokenExpiryTime**. || customerId | String | No | Resource owner id, maybe user id, app id of merchant's application, merchant id.

Max. length: 64 characters. || extendInfo | String | No | The extend information, wallet and merchant can put extend info here.

Max. length: 4096 characters. |

Result process logic

For different request results, different actions are to be performed. See the following list for details:

- If the value of **result.resultStatus** is **S**, the authorization token application request is successful. The merchant can use the access token to access the corresponding user resource scope.
- If the value of **result.resultStatus** is **F** or **U**, AuthClient may guide user to try again.

Result

```
||||| --- | --- | --- || resultStatus | resultCode | resultMessage || S | SUCCESS | Success.
|| U | UNKNOWN_EXCEPTION | An API calling is failed, which is caused by unknown reasons. || U | REQUEST_TRAFFIC_EXCEED_LIMIT | The request traffic exceeds the limit. || F | PROCESS_FAIL | A general business failure occurred. Don't retry. || F |
PARAM_ILLEGAL | Illegal parameters exist. For example, a non-numeric input, or an invalid date. || F | ACCESS_DENIED | The access is denied. || F | INVALID_API | The called API is invalid or not active. || F |
AUTH_CLIENT_UNSUPPORTED_GRANT_TYPE | The auth client do not support this grant type. || F | INVALID_AUTH_CLIENT | The auth client is invalid. || F |
INVALID_AUTH_CLIENT_STATUS | Invalid auth client status. || F |
INVALID_REFRESH_TOKEN | The refresh token is invalid. || F |
EXPIRED_REFRESH_TOKEN | The refresh token is expired. || F |
USED_REFRESH_TOKEN | The refresh token has been used. || F | INVALID_CODE | The authorization code is invalid. || F | USED_CODE | The authorization code has been used. || F | EXPIRED_CODE | The authorization code is expired. || F |
REFERENCE_CLIENT_ID_NOT_MATCH | The reference client id does not match. || F |
EXPIRED_AGENT_TOKEN | The access token of mini program is expired. || F |
INVALID_AGENT_TOKEN | The access token of mini program is invalid. |
```

Sample

The authorization token application is used to exchange the access token based on the auth code after obtaining the auth code.

1. The Mini Program calls my.getAuthCode interface to obtain the authorization code from e-wallet. (Step 1)
2. E-wallet returns the authorization code to the Mini Program (Step 7)
3. The Mini Program sends authorization code to the merchant server (Step 8)
4. The merchant server calls /v1/authorizations/applyTokeninterface to obtain the access token from e-wallet server and e-wallet server returns the access token and customer ID to the merchant server (Step 9 and Step 11).

Note: Other steps are covered by e-wallet.

Request

A. Retrieving accessToken with authCode

copy

```
{
  "referenceClientId": "305XST2CSG0N4P0xxxx",
  "grantType": "AUTHORIZATION_CODE",
  "authCode": "2810111301lGZcM9Cj1F91WH00039190xxxx",
  "extendInfo": "{\"customerBelongsTo\":{\"siteNameExample\"}}"
}
```

B. Retrieving accessToken with refreshToken

copy

```
{
  "grantType": "REFRESH_TOKEN",
  "refreshToken": "2810111301lGZcM9Cj1F91WH00039190xxxx",
  "extendInfo": "{\"customerBelongsTo\":{\"siteNameExample\"}}"
}
```

- **authCode** is from the my.getAuthCode JS-API, you can obtain the authCode in the success callback. when **grantType == AUTHORIZATION_CODE** means that we are requesting for the accessToken by the authCode .
- **refreshToken** is obtained from the response of the previous accessToken Application call. while **grantType == REFRESH_TOKEN** means that we are requesting for the accessToken by providing the refreshToken.
- **extendInfo**, includes key - **customerBelongsTo** the e-wallet that the customer uses. Corresponding to the field 'siteName' that obtained from the API 'my.getSiteInfo', in the Mini Program scenario this is mandatory.

Response

copy

```
{
  "result": {
    "resultCode": "SUCCESS",
    "resultStatus": "S",
    "resultMessage": "success"
  },
  "accessToken": "281010033AB2F588D14B43238637264FCA5AAF35xxxx",
  "accessTokenExpiryTime": "2019-06-06T12:12:12+08:00",
  "refreshToken": "2810100334F62CBC577F468AAC87CFC6C9107811xxxx",
  "refreshTokenExpiryTime": "2019-06-08T12:12:12+08:00",
  "customerId": "1000001119398804xxxx"
}
```

- **result.resultStatus==S** shows that the application is successful,
- AuthClient can make use of **accessToken** to access the user's resource scope before 2019-06-06T12:12:12+08:00 [**accessTokenExpiryTime**].
- AuthClient can make use of **refreshToken** to request for a new accessToken before 2019-06-08T12:12:12+08:00 [**refreshTokenExpiryTime**].

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/qfd7r1

/v1/authorizations/applyToken {#/v1/authorizations/applytoken}

Last updated: 2021-05-09

Path: miniprogram_gcash

/v1/authorizations/applyToken

2021-05-09 18:43

POST /v1/authorizations/applyToken

The applyToken interface is used to obtain the access token. This interface can be used in the following cases:

- After the merchant receives **authCode** from Mini-Program, the merchant uses this interface to request the access token from e-wallet. In this scenario, the interface generally needs to be used with the Authorization Prepare Interface.
- When the original token expires, the merchant requests a new access token by using the refresh token. In this scenario, this interface can be used independently.

Message structure

Request

		Property	Data type	Required	Description
referenceClientId	String No	In Mini-Program scenario, it is the unique identifier of the Mini-Program authorized by the user.			
The referenceClientId represents the next-level client id. When multiple auth codes need to be assigned to the same client, different referenceClientIds can be passed in to distinguish them.					
Max. length: 128 characters.	grantType String Yes	Indicates which parameter is to be used to obtain the access token. Possible values are:			
- AUTHORIZATION_CODE : the authCode is to be used to retrieve the accessToken.					
- REFRESH_TOKEN : the refreshToken is to be used to retrieve the accessToken.					
Max. length: 16 characters.	authCode String No	Is required when grantType is AUTHORIZATION_CODE .			
The authorization code, which is used by confidential and public clients to exchange an authorization code for an access token. After the user returns to the client via the Mini-program API, the Mini-program will get the authorization code from the response of and use it to request an access token.					
Max. length: 32 characters.	refreshToken String No	refreshToken is required when grantType is REFRESH_TOKEN .			
The refresh token, which is used by the auth client to exchange for a new access token when the access token expires. By using the refresh token, new access tokens can be obtained without further interaction with the user.					
Max. length: 128 characters.	extendInfo String No	The extend information, wallet and merchant can put extend info here.			
Max. length: 4096 characters.					

Response

		Property	Data type	Required	Description	result Result
Yes	The request result, which contains information related to the request result, such as status and error codes.	accessToken String No	An access token that can be used to access the user resource scope.			
When authorization application is successful [result.resultStatus == S], the auth client might use accessToken to access the corresponding user's resource scope.						
Max. length: 128 characters.	accessTokenExpiryTime String/Datetime No	Access token expiration time, which follows the <u>ISO 8601</u> standard. After this time, authClient will not be able to use this token to deduct from user's account.				
This parameter must be returned when authorization application is successful [result.resultStatus == S], and the accessToken will be invalid after accessTokenExpiryTime .	refreshToken String No	The refresh token that is used by the auth client to exchange for a new access token when the access token expires. By using the refresh token, new access tokens can be obtained without further interaction with the user.				
This parameter must be returned when authorization application is successful [result.resultStatus == S], and the merchant can use the refreshToken to request for a new accessToken .						
Max. length: 128 characters.	refreshTokenExpiryTime String/Datetime No	Refresh				

token expiration time, after which the auth client cannot use this token to retrieve a new access token. The value follows the [ISO 8601](#) standard.

This parameter must be returned when authorization application is successful

[result.resultStatus == S], and the merchant will not be able to use the refreshToken to retrieve a new **accessToken** after **refreshTokenExpiryTime**. || customerId | String | No | Resource owner id, maybe user id, app id of merchant's application, merchant id.

Max. length: 64 characters. || extendInfo | String | No | The extend information, wallet and merchant can put extend info here.

Max. length: 4096 characters. |

Result process logic

For different request results, different actions are to be performed. See the following list for details:

- If the value of **result.resultStatus** is **S**, the authorization token application request is successful. The merchant can use the access token to access the corresponding user resource scope.
- If the value of **result.resultStatus** is **F** or **U**, AuthClient may guide user to try again.

Result

||||| --- | --- | --- || **resultStatus** | **resultCode** | **resultMessage** || S | SUCCESS | Success.
 || U | UNKNOWN_EXCEPTION | An API calling is failed, which is caused by unknown reasons. || U | REQUEST_TRAFFIC_EXCEED_LIMIT | The request traffic exceeds the limit. || F | PROCESS_FAIL | A general business failure occurred. Don't retry. || F |
 PARAM_ILLEGAL | Illegal parameters exist. For example, a non-numeric input, or an invalid date. || F | ACCESS_DENIED | The access is denied. || F | INVALID_API | The called API is invalid or not active. || F |
 AUTH_CLIENT_UNSUPPORTED_GRANT_TYPE | The auth client do not support this grant type. || F | INVALID_AUTH_CLIENT | The auth client is invalid. || F |
 INVALID_AUTH_CLIENT_STATUS | Invalid auth client status. || F |
 INVALID_REFRESH_TOKEN | The refresh token is invalid. || F |
 EXPIRED_REFRESH_TOKEN | The refresh token is expired. || F |
 USED_REFRESH_TOKEN | The refresh token has been used. || F | INVALID_CODE | The authorization code is invalid. || F | USED_CODE | The authorization code has been used. || F | EXPIRED_CODE | The authorization code is expired. || F |
 REFERENCE_CLIENT_ID_NOT_MATCH | The reference client id does not match. || F |
 EXPIRED_AGENT_TOKEN | The access token of mini program is expired. || F |
 INVALID_AGENT_TOKEN | The access token of mini program is invalid. |

Sample

The authorization token application is used to exchange the access token based on the auth code after obtaining the auth code.

1. The Mini Program calls my.getAuthCode interface to obtain the authorization code from e-wallet. (Step 1)
2. E-wallet returns the authorization code to the Mini Program (Step 7)
3. The Mini Program sends authorization code to the merchant server (Step 8)

4. The merchant server calls /v1/authorizations/applyTokeninterface to obtain the access token from e-wallet server and e-wallet server returns the access token and customer ID to the merchant server (Step 9 and Step 11).

Note: Other steps are covered by e-wallet.

Request

A. Retrieving accessToken with authCode

copy

```
{
  "referenceClientId": "305XST2CSG0N4P0xxxx",
  "grantType": "AUTHORIZATION_CODE",
  "authCode": "2810111301lGZcM9Cjlf91WH00039190xxxx",
  "extendInfo": "{\"customerBelongsTo\": \"siteNameExample\"}"
}
```

B. Retrieving accessToken with refreshToken

copy

```
{
  "grantType": "REFRESH_TOKEN",
  "refreshToken": "2810111301lGZcM9Cjlf91WH00039190xxxx",
  "extendInfo": "{\"customerBelongsTo\": \"siteNameExample\"}"
}
```

- **authCode** is from the my.getAuthCode JS-API, you can obtain the authCode in the success callback. when **grantType == AUTHORIZATION_CODE** means that we are requesting for the accessToken by the authCode .
- **refreshToken** is obtained from the response of the previous accessToken Application call. while **grantType == REFRESH_TOKEN** means that we are requesting for the accessToken by providing the refreshToken.
- **extendInfo**, includes key - **customerBelongsTo** the e-wallet that the customer uses. Corresponding to the field 'siteName' that obtained from the API 'my.getSiteInfo', in the Mini Program scenario this is mandatory.

Response

copy

```
{
  "result": {
    "resultCode": "SUCCESS",
    "resultStatus": "S",
    "resultMessage": "success"
  },
  "accessToken": "281010033AB2F588D14B43238637264FCA5AAF35xxxx",
  "accessTokenExpiryTime": "2019-06-06T12:12:12+08:00",
```

```

    "refreshToken": "2810100334F62CBC577F468AAC87CFC6C9107811xxxx",
    "refreshTokenExpiryTime": "2019-06-08T12:12:12+08:00",
    "customerId": "1000001119398804xxxx"
}

```

- **result.resultStatus==S** shows that the application is successful,
- AuthClient can make use of **accessToken** to access the user's resource scope before 2019-06-06T12:12:12+08:00 [**accessTokenExpiryTime**].
- AuthClient can make use of **refreshToken** to request for a new accessToken before 2019-06-08T12:12:12+08:00 [**refreshTokenExpiryTime**].

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/qfd7r1

/v1/authorizations/cancelToken {#/v1/authorizations/canceltoken}

Last updated: 2022-07-04

Path: miniprogram_gcash

/v1/authorizations/cancelToken

2022-07-04 03:44

POST /v1/authorizations/cancelToken

The cancelToken API is used to cancel access token at wallet.

Message structure

Request

Property	Data type	Required	Description
accessToken	String	Yes	An access token that can be used to access the user resource scope. Max. length: 128 characters.
extendInfo	String	No	The extend information,wallet and merchant can put extend info here. Max. length: 4096 characters.

Response

Property	Data type	Required	Description	Result
result	Object	Yes	The request result, which contains information related to the request result, such as status and error codes.	The extend information,wallet and
extendInfo	String	No		

merchant can put extend info here.
Max. length: 4096 characters. |

Result process logic

For different request results, different actions are to be performed. See the following list for details:

- If the value of **result.resultStatus** is **S**, that means the authorization is cancelled successfully. AuthClient will not be able to use the AccessToken to access user's resources, and may not use the relative refreshToken to retrieve new AccessToken.
- If the value of **result.resultStatus** is **F** or **U**, that means authorization is cancelled failed, AuthClient may guide user to try again.

Result

```
||||| --- | --- | --- || resultStatus | resultCode | resultMessage || S | SUCCESS | Success.
|| U | UNKNOWN_EXCEPTION | An API calling is failed, which is caused by unknown
reasons. || U | REQUEST_TRAFFIC_EXCEED_LIMIT | The request traffic exceeds the
limit. || F | PROCESS_FAIL | A general business failure occurred. Don't retry. || F |
PARAM_ILLEGAL | Illegal parameters exist. For example, a non-numeric input, or an
invalid date. || F | ACCESS_DENIED | The access is denied. || F | INVALID_API | The
called API is invalid or not active. || F | INVALID_AUTH_CLIENT_STATUS | Invalid
auth client status. || F | INVALID_ACCESS_TOKEN | The access token is invalid. || F |
INVALID_AUTH_CLIENT | The auth client id is invalid. || F |
EXPIRED_ACCESS_TOKEN | The access token is expired. || F |
EXPIRED_AGENT_TOKEN | The access token of mini program is expired. || F |
INVALID_AGENT_TOKEN | The access token of mini program is invalid. |
```

Sample

You can cancel the authorization. After cancellation, the refresh_token cannot be used even if it is valid.

When user cancel access token from the Mini Program,

1. The Merchant server calls /v1/authorizations/cancelToken interface to cancel access token (Step 2).
2. And wallet server returns token cancel result to merchant server (Step 3).

Request

copy

```
{
  "accessToken": "281010033AB2F588D14B43238637264FCA5Axxxx",
  "extendInfo": "{\"customerBelongsTo\":\"siteNameExample\"}"
}
```

- **extendInfo**, includes key - **customerBelongsTo** the e-wallet that the customer uses. Corresponding to the field 'siteName' that obtained from the API 'my.getSiteInfo', in the Mini Program scenario this is mandatory.

Response

copy

```
{
  "result": {
    "resultCode": "SUCCESS",
    "resultStatus": "S",
    "resultMessage": "success"
  }
}
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/uh7agv

/v1/authorizations/cancelToken {#/v1/authorizations/canceltoken}

Last updated: 2021-05-09

Path: miniprogram_gcash

/v1/authorizations/cancelToken

2021-05-09 18:43

POST /v1/authorizations/cancelToken

The cancelToken API is used to cancel access token at wallet.

Message structure

Request

Property	Data type	Required	Description
accessToken	String	Yes	An access token that can be used to access the user resource scope. Max. length: 128 characters.
extendInfo	String	No	The extend information,wallet and merchant can put extend info here. Max. length: 4096 characters.

Response

		Property	Data type	Required	Description	result	Result
Yes The request result, which contains information related to the request result, such as status and error codes. extendInfo String No The extend information, wallet and merchant can put extend info here. Max. length: 4096 characters.							

Result process logic

For different request results, different actions are to be performed. See the following list for details:

- If the value of **result.resultStatus** is **S**, that means the authorization is cancelled successfully. AuthClient will not be able to use the AccessToken to access user's resources, and may not use the relative refreshToken to retrieve new AccessToken.
- If the value of **result.resultStatus** is **F** or **U**, that means authorization is cancelled failed, AuthClient may guide user to try again.

Result

--- --- --- ---	resultStatus	resultCode	resultMessage	S SUCCESS Success.
U UNKNOWN_EXCEPTION An API calling is failed, which is caused by unknown reasons. U REQUEST_TRAFFIC_EXCEED_LIMIT The request traffic exceeds the limit. F PROCESS_FAIL A general business failure occurred. Don't retry. F				
PARAM_ILLEGAL Illegal parameters exist. For example, a non-numeric input, or an invalid date. F ACCESS_DENIED The access is denied. F INVALID_API The called API is invalid or not active. F INVALID_AUTH_CLIENT_STATUS Invalid auth client status. F INVALID_ACCESS_TOKEN The access token is invalid. F				
INVALID_AUTH_CLIENT The auth client id is invalid. F EXPIRED_ACCESS_TOKEN The access token is expired. F EXPIRED_AGENT_TOKEN The access token of mini program is expired. F INVALID_AGENT_TOKEN The access token of mini program is invalid.				

Sample

You can cancel the authorization. After cancellation, the refresh_token cannot be used even if it is valid.

When user cancel access token from the Mini Program,

1. The Merchant server calls /v1/authorizations/cancelToken interface to cancel access token (Step 2).
2. And wallet server returns token cancel result to merchant server (Step 3).

Request

copy

```
{
  "accessToken": "281010033AB2F588D14B43238637264FCA5Axxxx",
  "extendInfo": "{\"customerBelongsTo\": \"siteNameExample\"}"
}
```

- **extendInfo**, includes key - **customerBelongsTo** the e-wallet that the customer uses. Corresponding to the field 'siteName' that obtained from the API 'my.getSiteInfo', in the Mini Program scenario this is mandatory.

Response

copy

```
{
  "result": {
    "resultCode": "SUCCESS",
    "resultStatus": "S",
    "resultMessage": "success"
  }
}
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/uh7agv

/v1/payments/inquiryPayment {#/v1/payments/inquirypayment}

Last updated: 2022-07-03

Path: miniprogram_gcash

/v1/payments/inquiryPayment

2022-07-03 18:44

POST /v1/payments/inquiryPayment

The **inquiryPayment** API is used to inquire the payment result, usually when not able to receive the payment result after a long period of time. Such as:

Note:

1. After Merchant initiates payment and not able to receive the payment result after a long period of time, it can poll Payment Status Inquiry interface.
2. Merchant uses InquiryPayment to determine the Payment status in the asynchronous Payment processing scenario.

Round-robin interval, recommended 5s once, up to 1 minute.

Message structure

Request

Property	Data type	Required	Description
partnerId	String	Yes	The partnerId allocated by wallet. Max. length: 32 characters.
paymentId	String	No	The unique ID of a payment generated by Wallet.
paymentRequestId	String	No	The unique ID of a payment generated by Wallet merchants.
extendInfo	String	No	The extend information, wallet and merchant can put extend info here.
			Max. length: 4096 characters.

Response

Property	Data type	Required	Description	Result
result	String	Yes	The request result, which contains information related to the request result, such as status and error codes.	
paymentId	String	No	The unique ID of a payment generated by Wallet.	
paymentRequestId	String	No	The unique ID of a payment generated by Wallet merchants.	
paymentAmount	Amount	No	Order amount for display of user consumption records, payment results page.	
paymentTime	String/Datetime	No	Payment success time, which follows the <u>ISO 8601</u> standard.	
paymentStatus	String	No	SUCCESS - order is succeeded. FAIL - order is failed.	
PROCESSING			order is not paid or is paid but not finish.	
CANCELLED			order is cancelled.	
paymentFailReason	String	No	The fail reason of payment order when paymentStatus is FAIL.	
authExpiryTime	String/Datetime	No	Authorization expiry time, has value only when paymentFactor.isAuthorizationPayment is true.	
extendInfo	String	No	The extend information, wallet and merchant can put extend info here.	
			Max. length: 4096 characters.	

Result Process Logic

For different request results, different actions are to be performed. See the following list for details:

- If the value of **result.resultStatus** is **S**, that means the payment status inquiry is successful, then check **paymentStatus**:
- if **paymentStatus** is **PROCESSING**, means order is not paid or is paid but not finish;

- if **paymentStatus** is **SUCCESS**, means order is succeeded;
- if **paymentStatus** is **FAIL**, means order is failed.
- if **paymentStatus** is **CANCELLED**, means order is cancelled.
- If the value of **result.resultStatus** is **F**, that means the payment status inquiry is fail. When **resultCode** is **ORDER_NOT_EXIST**, it means that the payment is not yet accepted and can be treated as payment failure. For the other failure reason, human intervention is recommended.
- If the value of **result.resultStatus** is **U**, that means unknown exception occur on wallet side, merchant may try again.

Result

```
|||||---|---|---|---|| No | resultStatus | resultCode | resultMessage || 1 | S |
SUCCESS | Success. || 2 | U | UNKNOWN_EXCEPTION | An API calling is failed,
which is caused by unknown reasons. || 3 | U | REQUEST_TRAFFIC_EXCEED_LIMIT
| The request traffic exceeds the limit. || 4 | F | ORDER_NOT_EXIST | The order doesn't
exist. || 5 | F | INVALID_API | The called API is invalid or not active. || 6 | F |
PARAM_ILLEGAL | Illegal parameters. For example, non-numeric input, invalid date. || 7 | F |
PROCESS_FAIL | A general business failure occurred. Don't retry. || 8 | F |
ACCESS_DENIED | The access is denied. || 9 | F | EXPIRED_AGENT_TOKEN | The
access token of mini program is expired. || 10 | F | INVALID_AGENT_TOKEN | The
access token of mini program is invalid. |
```

Sample

Example: A Russian user (Bob) bought a 100 USD product on the e-commerce platform, paid by credit card and submitted the payment synchronously, asynchronous polling payment results.

1. The Mini Program calls my.tradePay interface to do payment (Step 1).
2. E-wallet App returns payment result to the Mini Program (Step 5).
3. Also e-wallet notifies the payment result with paymentNotifyUrl provided by merchant (Step 4).
4. Besides the merchant could call /v1/payments/inquiryPayment interface to query the payment result (Step 6).
5. E-wallet will return payment status inquiry result to the merchant server (step 7).

Request

A. Inquiry By **paymentRequestId**

copy

```
{
  "paymentRequestId": "1022172000000000001xxxx",
  "partnerId": "20200101234567890132xxxx",
```

```
"extendInfo": "{\"customerBelongsTo\": \"siteNameExample\"}"
}
```

B. Inquiry By paymentId

copy

```
{
  "paymentId": "1022172000000000001xxxx",
  "partnerId": "20200101234567890132xxxx",
  "extendInfo": "{\"customerBelongsTo\": \"siteNameExample\"}"
}
```

- **paymentId** the unique Id of a payment generated by Wallet.
- **paymentRequestId** the unique Id of a payment generated by Wallet merchants.
- **partnerId** the partnerId allocated by Wallet.
- **extendInfo**, includes key - **customerBelongsTo** the e-wallet that the customer uses. Corresponding to the field 'siteName' that obtained from the API 'my.getSiteInfo', in the Mini Program scenario this is mandatory.

Note:

This interface support querying with **paymentId** or **paymentRequestId**. **paymentId** has a higher priority than **paymentRequestId**, which means that if you offer both **paymentId** and **paymentRequestId**, we will use **paymentId** and ignore **paymentRequestId**.

Response

copy

```
{
  "result": {
    "resultCode": "SUCCESS",
    "resultStatus": "S",
    "resultMessage": "success"
  },
  "paymentId": "20200101234567890133333xxxx",
  "paymentRequestId": "20200101234567890133333xxxx",
  "paymentTime": "2020-01-01T12:01:01+08:30",
  "paymentAmount": {
    "value": "100",
    "currency": "USD"
  },
  "paymentStatus": "SUCCESS"
}
```

- **result . resultStatus==S** shows that the inquiry is successful.
- **paymentId** the unique Id of a payment generated by Wallet.
- **paymentRequestId** the unique Id of a payment generated by Wallet merchants.

- **paymentTime** describes the date time of the successful Wallet payment.
- **paymentAmount** describes the payment amount.
- **paymentStatus** describes the payment status.
- **paymentStatus.PROCESSING** order is not paid or is paid but not finish.
- **paymentStatus.SUCCESS** order is succeeded.
- **paymentStatus.FAIL** order is failed.
- **paymentStatus.CANCELLED** order is cancelled.
- **paymentFailReason** describes the payment fail reason when **paymentStatus=FAIL**.
- **authExpiryTime** describes the payment authorization expiry time, when payment order is **paymentFactor.isAuthorizationPayment=true**.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/dl7y4p

/v1/payments/inquiryRefund {#/v1/payments/inquiryrefund}

Last updated: 2022-07-03

Path: miniprogram_gcash

/v1/payments/inquiryRefund

2022-07-03 18:44

POST /v1/payments/inquiryRefund

The **inquiryRefund** API is used to inquire the refund result, usually when not able to receive the refund result after a long period of time. Such as:

Note:

- After Merchant initiates refund and not able to receive the refund result after a long period of time, it can poll Refund Inquiry interface of AMS.
- Merchant uses InquiryRefund to determine the Refund status in the asynchronous Refund processing scenario.
- Round-robin interval, recommended 5s once, up to 1 minute.

Message structure

Request

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** || partnerId | String | Yes | The partnerId allocated by wallet.
 Max. length: 32 characters. || refundId | String | No | The unique ID of a refund generated by Wallet.
 Max. length: 64 characters. || refundRequestId | String | No | The unique ID of a refund generated by Merchant.
 Max. length: 64 characters. || extendInfo | String | No | The extend information, wallet and merchant can put extend info here.
 Max. length: 4096 characters. |

Response

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** || result | **Result** | Yes | The request result, which contains information related to the request result, such as status and error codes. || refundId | String | No | The unique ID of a refund generated by Wallet.
 Max. length: 64 characters. || refundRequestId | String | No | The unique ID of a refund generated by Merchant.
 Max. length: 64 characters. || refundAmount | **Amount** | No | Refund amount for display of user consumption records page. || refundReason | String | No | Refund reason.
 Max. length: 256 characters. || refundTime | String/Datetime | No | Deduct money from merchant success time, after then will start to refund money to user. which follows the ISO 8601 standard. || refundStatus | String | No | PROCESSING - refund is processing.
 SUCCESS - refund success.
 FAIL - refund failed. || refundFailReason | String | No | The fail reason of refund order when refundStatus is FAIL.
 Max. length: 256 characters. || extendInfo | String | No | The extend information, wallet and merchant can put extend info here.
 Max. length: 4096 characters. |

Result Process Logic

For different request results, different actions are to be performed. See the following list for details:

- If the value of **result.resultStatus** is **S**, the refund inquiry is successful. And you have to check **refundStatus**:
 - if **refundStatus** is **PROCESSING**, means refund is processing;
 - if **refundStatus** is **SUCCESS**, means refund success;
 - if **refundStatus** is **FAIL**, means refund failed.
- If the value of **result.resultStatus** is **F**, the refund inquiry is fail. When **resultCode** is **REFUND_NOT_EXIST**, it means that the refund is not yet accepted and can be treated as refund failure. For the other failure reason, human intervention is recommended.

- If the value of **result.resultStatus** is **U**, the refund inquiry is unknown exceptionprocessing failure occurs, probably due to system / network issues, merchant can retry.

Result

```
|||||---|---|---|---|| No | resultStatus | resultCode | resultMessage || 1 | S |
SUCCESS | Success. || 2 | U | UNKNOWN_EXCEPTION | An API calling is failed,
which is caused by unknown reasons. || 3 | U | REQUEST_TRAFFIC_EXCEED_LIMIT
| The request traffic exceeds the limit. || 4 | F | REFUND_NOT_EXIST | Refund is not
exist. || 5 | F | INVALID_API | The called API is invalid or not active. || 6 | F |
PARAM_ILLEGAL | Illegal parameters. For example, non-numeric input, invalid date. || 7 | F |
PROCESS_FAIL | A general business failure occurred. Don't retry. || 8 | F |
ACCESS_DENIED | The access is denied. || 9 | F | EXPIRED_AGENT_TOKEN | The
access token of mini program is expired. || 10 | F | INVALID_AGENT_TOKEN | The
access token of mini program is invalid. |
```

Sample

For example, a Korean user purchases a 100 USD merchandise at a Japanese merchant with cross-border payment.

Merchant refund the money, but not return the refund result. so merchant begin to inquiry refund result.

1. User could start refund request from the Mini Program or the merchant cashier (Step 1).
2. The merchant server calls /v1/payments/refund interface to refund (Step 2).
3. E-wallet returns the refund result to the merchant server (Step 3).
4. Also the merchant server could call /v1/payments/inquiryRefund interface to query the refund result (Step 4).
5. E-wallet returns refund inquiry result to the merchant server (Step 5).
6. The merchant should return the refund result to the Mini Program or the merchant cashier (Step 6).

Request

copy

```
{
  "refundId": "1022188000000000001xxxx",
  "refundRequestId": "20200101234567890132xxxx",
  "partnerId": "10221720000000000001xxxx",
  "extendInfo": "{\"customerBelongsTo\": \"siteNameExample\"}"
}
```

- **refundId** refundId return by wallet.
- **refundRequestId** the uniqueId of a refund generated by Merchant.
- **partnerId** the partnerId allocated by wallet.

- **extendInfo**, includes key - **customerBelongsTo** the e-wallet that the customer uses. Corresponding to the field 'siteName' that obtained from the API 'my.getSiteInfo'.

Note:

This interface support querying with **refundId** or **refundRequestId**. **paymentId** has a higher priority than **refundRequestId**, which means that if you offer both **refundId** and **refundRequestId**, we will use **refundId** and ignore **refundRequestId**.

Response

copy

```
{
  "result": {
    "resultCode": "SUCCESS",
    "resultStatus": "S",
    "resultMessage": "success"
  },
  "refundId": "20200101234567890144444xxxx",
  "refundRequestId": "20200101234567890155555xxxx",
  "refundAmount": {
    "value": "100",
    "currency": "USD"
  },
  "refundReason": "refund reason.",
  "refundTime": "2020-01-02T12:01:01+08:30",
  "refundStatus": "SUCCESS",
  "refundFailReason": "the fail reason of refund order when refundStatus is FAIL.",
  "extendInfo": ""
}
```

- **result**.resultStatus==S****shows that the refund is successful.
- **refundId**refundId return by wallet.
- **refundRequestId**merchant refund request id.
- **refundAmount**refund amount by merchant.
- **refundReason**describes the refund reason.
- **refundTime**refund process finish time, that means deduct from merchant success.
- **refundStatus**refund Status.
- ****refundStatus.PROCESSING:****refund is processing.
- ****refundStatus.SUCCESS:****refund success.
- ****refundStatus.FAIL:****refund failed.
- **refundFailReason**the fail reason of refund order when refundStatus is Fail.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/tp3ntm

/v1/payments/notifyPayment {#/v1/payments/notifypayment}

Last updated: 2022-07-03

Path: miniprogram_gcash

/v1/payments/notifyPayment

2022-07-03 18:44

POST /v1/payments/notifyPayment

The notifyPayment API is used to notify payment result to merchant/partner.

Note:

1. to notify merchant/partner the payment result when payment processing reaches the final state (Success/Fail).
2. Not all scenario merchant/partner need receive this notify. Such as sync payment scenario(B Scan C, Agreement Pay).

Message structure

Request

Property	Data type	Required	Description
partnerId	String	Yes	The partnerId allocated by wallet. Max. length: 32 characters.
paymentId	String	Yes	The unique ID of a payment generated by Wallet.
paymentRequestId	String	Yes	The unique ID of a payment generated by Wallet merchants.
paymentAmount	Amount	Yes	Order amount for display of user consumption records, payment results page.
paymentTime	String/Datetime	No	Payment success time, which follows the <u>ISO 8601</u> standard.
paymentStatus	String	Yes	SUCCESS - order is succeeded. FAIL - order is failed.
paymentFailReason	String	No	The fail reason of payment order when paymentStatus is FAIL.
extendInfo	String	No	The extend information, wallet and merchant can put extend info here.

Max. length: 4096 characters.

Response

		Property	Data type	Required	Description	result	Result
	Yes	The request result, which contains information related to the request result, such as status and error codes.					

Result Process Logic

- If result.resultStatus == S, Means the merchant/partner already received this notification.
- If result.resultStatus == F, it means merchant/partner handle this notification failed.
- If result.resultStatus==U, it means merchant/partner handle this notification occur unknown exception, wallet will retry if get U response.
- If other response (almost never occur),wallet will process like U.

Result

--- --- --- ---	No	resultStatus	resultCode	resultMessage	1 S	
SUCCESS Success.	2 U UNKNOWN_EXCEPTION An API calling is failed, which is caused by unknown reasons.	3 U REQUEST_TRAFFIC_EXCEED_LIMIT The request traffic exceeds the limit.	4 F REPEAT_REQ_INCONSISTENT Repeated submit, and requests are inconsistent.	5 F PROCESS_FAIL A general business failure occurred. Don't retry.	6 F INVALID_API The called API is invalid or not active.	7 F PARAM_ILLEGAL Illegal parameters. For example, non-numeric input, invalid date.

Sample

1. The Mini Program calls my.tradePay interface to do payment (Step 1).
2. E-wallet App returns payment result to the Mini Program (Step 5).
3. E-wallet notifies the payment result with paymentNotifyUrl provided by merchant (Step 4).

For example, a wallet user purchases a 100 USD merchandise at a merchant/partner, after user finished payment in wallet cashier page, wallet will send payment status notification to merchant/partner.

Payment

A. Request sample with payment success

copy

```
{
  "partnerId": "P00000000000001xxxx",
  "paymentId": "20191127190741010007000009999xxxx",
  "paymentRequestId": "201911271907410100070000088881xxxx",
  "paymentAmount": {
```

```

    "currency": "USD",
    "value": "10000"
},
"paymentTime": "2019-11-27T12:02:01+08:30",
"paymentStatus": "SUCCESS"
}

```

- **partnerId** is the identifier of a merchant/partner, allocated by Wallet.
- **paymentId** is generated by Wallet, uniquely identifies the payment.
- **paymentRequestId** is generated by merchant/partner, uniquely identifies this payment. In payment notify request, paymentRequestId should be the paymentRequestId in origin payment request.
- **paymentAmount** describes the amount of 100 USD already collected by Wallet from user account for this payment.
- **paymentTime** is the success date time of this transaction.
- **paymentStatus** is the payment status in wallet. SUCCESS means transaction already success.

B.

copy

```
{
  "partnerId": "P00000000000001xxxx",
  "paymentId": "20191127190741010007000009999xxxx",
  "paymentRequestId": "201911271907410100070000088881xxxx",
  "paymentAmount": {
    "currency": "USD",
    "value": "10000"
  },
  "paymentCreateTime": "2019-11-27T12:01:01+08:30",
  "paymentTime": "2019-11-27T12:02:01+08:30",
  "paymentStatus": "FAIL",
  "paymentFailReason": "Order payment expired."
}
```

- **paymentStatus** is the payment status in wallet. FAIL means this transaction already failed, usually payment fail are because of this payment already expired .
- **paymentFailReason** used to fill the payment fail reason, only payment status is FAIL will return this parameter.

Response

copy

```
{
  "result": {
    "resultCode": "SUCCESS",
    "resultStatus": "S",
    "resultMessage": "success"
  }
}
```

- **result.resultStatus==S** shows that merchant/partner already received this notification.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/edgctc

/v1/payments/pay {#/v1/payments/pay}

Last updated: 2022-07-03

Path: miniprogram_gcash

/v1/payments/pay

2022-07-03 18:44

POST /v1/payments/pay

The pay API is used to initiate a payment at wallet.

Note: A payment which takes place at *wallet*.

- 1) merchant/partner initiates payment request to *wallet* through Payment Interface.
- 2) Wallet will handle different payment scenarios base on the parameters in request.

Currently, payment API support following acquiring scenarios:

- Cashier Payment: Usually used in online payment scenario. In this scenario, merchant/partner will call this payment API to create order, and wallet will return cashier page url to merchant/partner, and then redirect to this cashier page. So user can finished payment in cashier page.

Message structure

Request

Property	Data type	Required	Description
partnerId	String	Yes	The partnerId allocated by wallet. Max. length: 32 characters.
appId	String	Yes	The mini program ID. Max. length: 32 characters.
productCode	String	No	Defined by wallet, wallet will use productCode to get the contract config which include fee,limit info. Max. length: 32 characters.
paymentOrderTitle	String	Yes	The order title of this payment. Max. length: 256 characters.
paymentRequestId	String	Yes	The unique ID of a payment generated by merchant. Max. length: 256 characters.

- Max. length: 64 characters.
- This field is used for the idempotence control. For the payment requests which are initiated with the same `paymentRequestId` and reach a final status (S or F), the wallet must return the unique result. || `paymentAmount` | Amount | Yes | Order amount for display of user consumption records, payment results page. || `paymentMethods` | PaymentMethod | No | The paymentMethod used to collect fund by wallet. || `paymentAuthCode` | String | No | If `payFactor.isAgreementPay` is true, then it's the `accessToken` of wallet user, if `payFactor.isPaymentCode` is true, then it's the authcode of wallet user.
Max. length: 128 characters. || `paymentFactor` | PaymentFactor | No | In the Mini Program scenario, it is fixed value, map format, `{"isCashierPayment": true}`. || `paymentExpiryTime` | String/Datetime | No | The payment order close time defined by merchant, which follows the ISO 8601 standard. || `paymentReturnUrl` | String | No | The redirect url defined by merchant.
- Max. length: 1024 characters. || `paymentNotifyUrl` | String | No | The payment success notify url defined by merchant.
- Max. length: 1024 characters. || `mcc` | String | No | The merchant category code.
- Max. length: 32 characters. || `extraParams` | Map | No | Map format, specific payment ability which provided by wallet, now we only support 1 key : ORDER. || `extendInfo` | String | No | The extend information, wallet and merchant can put extend info here.
- Max. length: 4096 characters. || `envInfo` | EnvInfo | No | Environment information of mobile phone. |

Response

- | | <u>Property</u> | <u>Data type</u> | <u>Required</u> | <u>Description</u> | <u>result</u> <u>Result</u> |
|-------------------------------|---|------------------|-----------------|--------------------|---|
| | | | | | Yes The request result, which contains information related to the request result, such as status and error codes. <code>paymentId</code> String No The unique ID of a payment generated by Wallet. |
| Max. length: 64 characters. | <code>paymentTime</code> String/Datetime No Payment success time, which follows the <u>ISO 8601</u> standard. <code>actionForm</code> <u>ActionForm</u> No <code>authExpiryTime</code> String/Datetime No Authorization expiry time, has value only when <code>paymentFactor.isAuthorizationPayment</code> is true. <code>extendInfo</code> String No The extend information, wallet and merchant can put extend info here. | | | | |
| Max. length: 4096 characters. | | | | | |

Result process logic

For different request results, different actions are to be performed. See the following list for details:

- **result.resultStatus = S**
 - That means this transaction is success, merchant/partner can update transaction to success. What need to notice is :
 - In payment evaluation scenario, 'S' just means evaluate success, no real fund transfer.
 - In authorization payment scenario, 'S' just means authorization success, need wait for capture operation to finish the transaction(finish final fund flow).
- **result.resultStatus = A**

- That means transaction already accept by wallet. Merchant/partner need continue the next step operation according to actionForm response. Such as display order code to user or redirect to wallet cashier page.
- **result.resultStatus = F**
 - That means this transaction is failed, the failed reason can refer to result code param. Usually F transactions can not be success again if use the same payment request to call wallet.
- **result.resultStatus = U**
 - That means unknown exception occur on wallet side. Merchant/partner can inquiry payment result or waiting for payment status notification to get the real payment result. What need to notice is :
 - Payment evaluation scenario can not inquiry.
 - U status can not set to fail or success on merchant/partner system.
 - U status can not refund to user by offline(Maybe will make fund loss).

Result

```
|||||---|---|---|| resultStatus | resultCode | resultMessage || S | SUCCESS | Success.
|| U | UNKNOWN_EXCEPTION | An API calling is failed, which is caused by unknown
reasons. || U | REQUEST_TRAFFIC_EXCEED_LIMIT | The request traffic exceeds the
limit. || U | PAYMENT_IN_PROCESS | The payment is still under process. || A |
ACCEPT | Need next action according to actionForm. || F |
REPEAT_REQ_INCONSISTENT | Repeated submit, and requests are inconsistent. || F |
PROCESS_FAIL | A general business failure occurred. Don't retry. || F | INVALID_API |
The called API is invalid or not active. || F | PARAM_ILLEGAL | Illegal parameters
exist. For example, a non-numeric input, or an invalid date. || F | ACCESS_DENIED |
The access is denied. || F | PAYMENT_AMOUNT_EXCEED_LIMIT | Payment amount
exceeds limit. || F | USER_NOT_EXIST | User not exist. || F |
USER_STATUS_ABNORMAL | The user status is abnormal. || F |
USER_BALANCE_NOT_ENOUGH | User balance is not enough for this payment. || F |
PARTNER_NOT_EXIST | Partner not exist. || F | PARTNER_STATUS_ABNORMAL |
Partner status abnormal. || F | RISK_REJECT | Risk reject. || F |
CURRENCY_NOT_SUPPORT | The currency is not supported. || F |
ORDER_STATUS_INVALID | Order is in invalid status such closed. || F |
INVALID_ACCESS_TOKEN | Invalid accesstoken. || F |
USER_AMOUNT_EXCEED_LIMIT | Payment amount exceeds user's amount limit. || F |
EXPIRED_ACCESS_TOKEN | The access token is expired. || F |
AUTH_CODE_ALREADY_USED | Auth code already used. || F | INVALID_CODE |
Auth code illegal. || F | EXPIRED_AGENT_TOKEN | The access token of mini program
is expired. || F | INVALID_AGENT_TOKEN | The access token of mini program is
invalid. |
```

Sample

Cashier Payment

For example, a user purchases a 100 USD merchandise at the merchant/partner(online merchant usually) , merchant/partner call this payment api to create payment order first, wallet will return payment order id and wallet cashier page url to merchant/partner, then merchant/partner can redirect user to wallet cashier page with my.tradePay api.

1. Firstly the Mini Program create order (Step 1).
 2. The merchant server calls /v1/payments/pay interface with paymentNotifyUrl to initiate payment flow (Step 2).
 3. E-wallet server returns payment detail information with paymentId to the merchant server (Step 3).
 4. The merchant server has to pass through the payment detail information to the Mini Program (step 4).
 5. And the Mini Program should call my.tradePay interface to do payment (Step 5).
 6. When the payment reaches the final status, e-wallet server notifies the payment result to the merchant server with paymentNotifyUrl provided in Step 2 (Step 8).
 7. Also E-wallet App returns payment result to the Mini Program (Step 9).

Request

copy

```
{  
    "partnerId": "P0000000000000001xxxx",  
    "paymentRequestId": "2019112719074101000700000077771xxxx",  
    "paymentOrderTitle": "SHOES",  
    "productCode": "PC_5800000001",  
    "mcc": "4399",  
    "paymentAmount": {  
        "currency": "USD",  
        "value": "10000"  
    },  
    "paymentFactor": {  
        "isCashierPayment": true  
    },  
    "paymentReturnUrl": "https://www.merchant.com/redirectxxx",  
    "paymentNotifyUrl": "https://www.merchant.com/paymentNotifyxxx",  
    "extraParams": {  
        "ORDER": "  
        {"referenceOrderId": "ID_000001", "orderAmount": "  
        {"currency": "USD", "value": "10000"}},  
        "extendInfo": {"customerBelongsTo": "siteNameExample"},  
        "envInfo": {  
            "osType": "IOS",  
            "terminalType": "APP"  
        }  
    }  
}
```

- **partnerId** is the identifier of a merchant/partner, allocated by Wallet.

- **paymentRequestId** is generated by merchant/partner, uniquely identifies the payment. Wallet must make use of paymentRequestId and partnerId for idempotent control. For example, if a payment with paymentRequestId==201911271907410100070000077771xxxx and partnerId==P0000000000000001xxxx has been processed successfully by Wallet, when merchant/partner uses the same paymentRequestId and partnerId for payment, Wallet will respond with successful payment.
- **productCode** defined by wallet, wallet will use productCode to get the contract config which include fee,limit info.
- **paymentFactor** In the Mini Program scenario, the **PaymentFactor** only have the fixed value: isCashierPayment = true
- **paymentReturnUrl** is the url defined by merchant/partner. In cashier payment scenario, after user finished payment in wallet cashier page, wallet will direct back to merchant base on this URL.
- **paymentNotifyUrl** is the url defined by merchant/partner. In cashier payment scenario, after user finished payment in wallet cashier page, wallet will notify merchant the payment result base on this URL.
- **paymentAmount** describes the amount of 100 USD to be collected by Wallet from user account for this payment.
- **extraParams**, only includes 1 key - **ORDER** now. ORDER describes the order details of the purchase of the 100 USD merchandise by the user at the merchant. Such as Merchant, Buyer, Goods, etc are included in order . The information in the Order is only used to display user's payment result page and transactions history, regulation reporting, etc. It will not make use of the amount in the order for fund operation.
- **extendInfo**, includes key - **customerBelongsTo** the e-wallet that the customer uses. Corresponding to the field 'siteName' that obtained from the API 'my.getSiteInfo', in the Mini Program scenario this is mandatory.

Response

copy

```
{
  "result": {
    "resultCode": "ACCEPT",
    "resultStatus": "A",
    "resultMessage": "accept"
  },
  "paymentId": "string",
  "actionForm": {
    "actionFormType": "REDIRECTION",
    "redirectionUrl": "http://www.merchant.com/cashier?orderId=xxxxxxxx"
  }
}
```

- **result.resultStatus ==A** shows that the payment is accept success. After user finish payment in cashier page, payment will change to success.
- **paymentId** is generated by Wallet, uniquely identifies the payment.
- **actionForm** will return cashier page url to merchant/partner, after merchant/partner received accept result, will redirect to this URL.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/v1_pay

/v1/payments/refund {#/v1/payments/refund}

Last updated: 2022-07-05

Path: miniprogram_gcash

/v1/payments/refund

2022-07-05 23:31

POST /v1/payments/refund

The refund API is used to initiate a refund of a successful payment, refund a transaction and return money back to payer, the transaction can be refunded partially or fully. The api will return SUCCESS when deduct money from merchant succes.

Note:

1. Merchant/partner submits refund request to wallet directly
2. Wallet will determine if the refund is successful based on its own payment status and respond to Merchant/partner.
3. Can support multiple refund for 1 success payment, but total refund amount can not greater than payment amount.

Message structure

Request

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** || partnerId | String | Yes | The partnerId allocated by wallet.

Max. length: 32 characters. || refundRequestId | String | Yes | The unqiueId of a refund generated by Merchant.

- Max. length: 64 characters.

- This field is used for idempotence control. For the refund requests which are initiated with the same refundRequestId and reach a final status (S or F), the wallet must return the unique result. || paymentId | String | No | The payment Id for the corresponding original payment.

Max. length: 64 characters. || paymentRequestId | String | No | The paymentRequestId for the corresponding original payment.

Max. length: 64 characters. || refundAmount | Amount | Yes | Refund amount. || refundReason | String | No | Refund reason.

Max. length: 256 characters. || extendInfo | String | No | The extend information, wallet and merchant can put extend info here.

Max. length: 4096 characters. |

Response

Property	Data type	Required	Description	result	Result
Yes The request result, which contains information related to the request result, such as status and error codes.	refundId String No Unique refund order number. It is mandatory when the result.resultStatus is S.				

Max. length: 64 characters. || refundTime | String/Datetime | No | Deduct money from merchant success time, after then will start to refund money to user. which follows the [ISO 8601](#) standard. It is mandatory when the **result.resultStatus** is S. || extendInfo | String | No | The extend information, wallet and merchant can put extend info here.

Max. length: 4096 characters. |

Result Process Logic

For different request results, different actions are to be performed. See the following list for details:

- If the value of **result.resultStatus** is **S**, the refund is successful, merchant/partner can process as success.
- If the value of **result.resultStatus** is **F**, the refund has failed, such as caused by refund date time exceeding the allowable refund window (**result . resultCode = REFUND_WINDOW_EXCEED**), such as refund amount greater than payment amount etc.
- If the value of **result.resultStatus** is **U**, means refund unknown exception, merchant/partner can calls Refund Inquiry Interface/retry Refund Interface to query to get refund result. What need to notice is as follow:
 - U status (inquiry/retry still get U) can not set to fail or success on merchant/partner system.
 - U status (inquiry/retry still get U) should not refund/charge to user by offline(Maybe will make fund loss).
 - If other response (almost never occur), merchant/partner should process like U.

Result

No	resultStatus	resultCode	resultMessage	1 S
1 SUCCESS Success.	2 U UNKNOWN_EXCEPTION An API calling is failed, which is caused by unknown reasons.	3 U REQUEST_TRAFFIC_EXCEEDED_LIMIT The request traffic exceeds the limit.	4 F REPEAT_REQ_INCONSISTENT Repeated submit, and requests are inconsistent.	5 F PROCESS_FAIL A general business failure occurred. Don't retry.
6 F PARAM_ILLEGAL Illegal parameters exist. For example, a non-numeric input, or an invalid date.	7 F INVALID_API The called API is invalid or not active.	8 F ACCESS_DENIED The access is denied.	9 F	10 F

PARTNER_STATUS_ABNORMAL | Partner status abnormal. || 11 | F |
 ORDER_NOT_EXIST | Order does not exist. || 12 | F | ORDER_STATUS_INVALID |
 Order status is invalid. || 13 | F | REFUND_WINDOW_EXCEED | Exceed Refund
 window. || 14 | F | REFUND_AMOUNT_EXCEED | The total refund amount has exceed
 the payment amount. || 15 | F | PARTNER_BALANCE_NOT_ENOUGH | The partner
 balance is not enough. || 16 | F | CURRENCY_NOT_SUPPORT | The currency is not
 supported. || 17 | F | EXPIRED_AGENT_TOKEN | The access token of mini program is
 expired. || 18 | F | INVALID_AGENT_TOKEN | The access token of mini program is
 invalid. |

Sample

For example, a wallet user applies for refund of 100 USD of a successful payment at merchant/partner. So merchant/partner will call refund API to wallet to refund amount to user.

1. User could start refund request from the Mini Program or the merchant cashier (Step 1).
2. The merchant server calls /v1/payments/refund interface to refund (Step 2).
3. E-wallet returns the refund result to the merchant server (Step 3).
4. The merchant should return the refund result to the Mini Program or the merchant cashier (Step 4).

Request

copy

```
{
  "partnerId": "P00000000000001xxxx",
  "refundRequestId": "201911271907410100070000088881xxxx",
  "paymentId": "20191127190741010007000009999xxxx",
  "refundAmount": {
    "currency": "USD",
    "value": "10000"
  },
  "extendInfo": "{\"customerBelongsTo\":{\"siteNameExample\"}}"
}
```

- **partnerId** is the unique identifier of merchant/partner, assigned by wallte.
- **refundRequestId** is the unique ID of this refund request, generated by merchant/partner, merchant/partner should make sure it is unique, because wallet will use **partnerId** and **refundRequestId** to do idempotent process.
- **paymentId** is the payment ID generated by Wallet, which is the unique payment identifier associated with this refund.
- **refundAmount** describes 100 USD should refund to user, refund amount should less than origin payment amount. The amount to pay out for this **refund.refundAmount.currency** and **paymentAmount.currency** in payment request are the same. And if there are multiple refunds for a particular payment, the

total successful refunded amount cannot exceed the payment amount in the payment transaction.

- **extendInfo**, includes key - **customerBelongsTo** the e-wallet that the customer uses. Corresponding to the field 'siteName' that obtained from the API 'my.getSiteInfo', in the Mini Program scenario this is mandatory.

Note:

- **paymentId** and **paymentRequestId** can not both empty, wallet has to find out the origin payment order based on **paymentId** or **paymentRequestId**.

Response

copy

```
{
  "result": {
    "resultCode": "SUCCESS",
    "resultStatus": "S",
    "resultMessage": "success"
  },
  "refundId": "2019112719074101000700000019000xxxx",
  "refundTime": "2019-11-27T12:01:01+08:30"
}
```

- **result.resultStatus==S** shows that the *Wallet* refund is successful.
- **refundId** is generated by Wallet, uniquely identifies the refund.
- **refundTime** describes the success date time of this refund.

九色鹿

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/v1_refund

/v2/authorizations/applyToken {#/v2/authorizations/applytoken}

Last updated: 2021-05-09

Path: miniprogram_gcash

/v2/authorizations/applyToken

2021-05-09 18:43

POST /v2/authorizations/applyToken

The applyToken API is used to obtain the access token.

This interface can be used in the following cases:

- After the merchant receives **authCode** from Mini-Program, the merchant uses this interface to request the access token from e-wallet. In this scenario, the interface generally needs to be used with the Authorization Prepare Interface.
- When the original token expires, the merchant requests a new access token by using the refresh token. In this scenario, this interface can be used independently.

Message structure

Request

Property	Data type	Required	Description	Example
----------	-----------	----------	-------------	---------

|| authClientId | String | No | The unique identifier allocated for client.
 Max. length: 128 characters. | "202016726873874774774xxxx" || grantType | String | Yes
 | Indicates which parameter is to be used to obtain the access token. Possible values are:
 - AUTHORIZATION_CODE: the authCode is to be used to retrieve the accessToken
 - REFRESH_TOKEN: the refreshToken is to be used to retrieve the accessToken
 Max. length: 64 characters. | "AUTHORIZATION_CODE" || customerBelongsTo |
 String | NO | The e-wallet that the customer uses. Possible values are:
 - TRUEMONEY
 - ALIPAY_HK
 - TNG
 - ALIPAY_CN
 - GCASH
 - DANA
 - KAKAOPAY
 - BKASH

If you call the interface through AC, you must pass this parameter. | "TNG" || authCode | String | No | It is required when **grantType** is **AUTHORIZATION_CODE**.

The authorization code, which is used by confidential and public clients to exchange an authorization code for an access token. After the user returns to the client via the Mini-program API, the Mini-program will get the authorization code from the response of and use it to request an access token.

Max. length: 32 characters. | "28101113011GZcM9CjlF91WH00039190xxxx" ||
 refreshToken | String | No | **refreshToken** is required when
grantType is **REFRESH_TOKEN**.

The refresh token, which is used by the auth client to exchange for a new access token when the access token expires. By using the refresh token, new access tokens can be obtained without further interaction with the user.

Max. length: 128 characters. | "28101113011GZcM9CjlF91WH00039190xxxx" ||
 extendInfo | String | No | The extend information, wallets and merchants can put extending information in this property.

Max. length: 4096 characters. | "This is additional information" |

`result.resultMessage` is "An API calling is failed, which is caused by unknown reasons.".

For details, see the [Common error codes](#) section. || F | The request fails to send. AuthClient may guide user to try again.

The corresponding `result.resultCode` and `result.resultMessage` vary based on different situations. For details, see the following [Error codes](#) section. |

Error codes

Error codes are usually classified into the following categories:

- [Common error codes](#): are common for all Mini Program OpenAPIs.
- API-specific error codes: are listed in the following table.

	<code>resultStatus</code>	<code>resultCode</code>	<code>resultMessage</code>
AUTH_CLIENT_UNSUPPORTED_GRANT_TYPE			The auth client do not support this grant type. F
INVALID_AUTH_CLIENT			The auth client is invalid. F
INVALID_AUTH_CLIENT_STATUS			Invalid auth client status. F
INVALID_REFRESH_TOKEN			The refresh token is invalid. F
EXPIRED_REFRESH_TOKEN			The refresh token is expired. F
USED_REFRESH_TOKEN			The refresh token has been used. F
INVALID_CODE			The authorization code is invalid. F
USED_CODE			The authorization code has been used. F
EXPIRED_CODE			The authorization code is expired. F
REFERENCE_CLIENT_ID_NOT_MATCH			The reference client id does not match. F
EXPIRED_AGENT_TOKEN			The access token of mini program is expired. F
INVALID_AGENT_TOKEN			The access token of mini program is invalid.

Sample

The authorization token application is used to exchange the access token based on the code after obtaining the code.

1. The Mini Program calls the `my.getAuthCode` interface to obtain the authorization code from e-wallet. (Step 1)
2. The e-wallet returns the authorization code to the Mini Program (Step 7)
3. The Mini Program sends authorization code to the merchant server (Step 8)
4. The merchant server calls the `applyTokeninterface` to apply for the access token from the e-wallet server and the e-wallet server returns the access token and customer ID to the merchant server. The access token should be kept in the merchant server only, which means that it should not be returned to the Mini Program. (Step 9 and Step 11).

Note: Other steps are covered by the e-wallet.

Request

A. Retrieving accessToken with authCode

copy

```
{
  "authClientId": "202016726873874774774xxxx",
  "grantType": "AUTHORIZATION_CODE",
  "authCode": "2810111301lGZcM9Cjlf91WH00039190xxxx"
}
```

B. Retrieving accessToken with refreshToken

copy

```
{
  "grantType": "REFRESH_TOKEN",
  "refreshToken": "2810111301lGZcM9Cjlf91WH00039190xxxx"
}
```

- **authCode** is from the my.getAuthCode JS-API, you can obtain the authCode in the success callback. when **grantType == AUTHORIZATION_CODE** means that we are requesting for the accessToken by the authCode.
- **refreshToken** is obtained from the response of the previous accessToken Application call. while **grantType == REFRESH_TOKEN** means that we are requesting for the accessToken by providing the refreshToken.

Response

copy

```
{
  "result": {
    "resultCode": "SUCCESS",
    "resultStatus": "S",
    "resultMessage": "success"
  },
  "accessToken": "281010033AB2F588D14B43238637264FCA5AAF35xxxx",
  "accessTokenExpiryTime": "2019-06-06T12:12:12+08:00",
  "refreshToken": "2810100334F62CBC577F468AAC87CFC6C9107811xxxx",
  "refreshTokenExpiryTime": "2019-06-08T12:12:12+08:00",
  "customerId": "1000001119398804xxxx"
}
```

- **result.resultStatus==S** shows that the application is successful,
- AuthClient can make use of **accessToken**,
281010033AB2F588D14B43238637264FCA5AAF35, to access the user's resource scope before 2019-06-06T12:12:12+08:00 [**accessTokenExpiryTime**].
- AuthClient can make use of **refreshToken**,
2810100334F62CBC577F468AAC87CFC6C9107811, to request for a new accessToken before 2019-06-08T12:12:12+08:00 [**refreshTokenExpiryTime**].

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/v2_applytoken

/v2/authorizations/applyToken

{#/v2/authorizations/applytoken}

Last updated: 2022-07-05

Path: miniprogram_gcash

/v2/authorizations/applyToken

2022-07-05 23:31

POST /v2/authorizations/applyToken

With this API call, a merchant can obtain an access token from the super app. The merchant is then authorized by users to provide services on the mini program.

Note:

- Before calling this API, call the [my.getAuthCode](#) JSAPI to obtain an authorization code from the super app as the request parameter. Then call this API to exchange for an access token from the super app.
- When the original access token expires, use the refresh token to exchange for a new access token directly. In this scenario, this API can be used independently.
- An access token should be kept in the merchant server only, which means it should not be returned to the mini program.

Structure

A message consists of a header and body. The following sections are focused on the body structure. For the header structure, see:

- [Request header](#)
- [Response header](#)

Request parameters

Field	Data type	Required	Description	Example
appId	String	Yes	Indicates the unique ID assigned by Mini Program Platform to identify a mini program.	"3333010071465913xxx"

Note: Obtain this field via the [my.getAppIdSync](#) JSAPI or Mini Program Platform.

"3333010071465913xxx" | authClientId | String | Yes | Indicates the unique ID assigned by the super app to identify an authorized merchant.

- Maximum length: 128 characters
- Characters not allowed: special characters such as @ # ?

"202016726873874774774xxxx" || grantType | String | Yes | Indicates the way the authorized merchant obtains an access token. Valid values are:

- AUTHORIZATION_CODE: Exchange for an access token.
- REFRESH_TOKEN: Exchange for a new access token when the original one expires. || "AUTHORIZATION_CODE" || customerBelongsTo | String | No | Indicates the super app that a user uses. Valid values are:
 - ALIPAY_CN: Alipay CN
 - ALIPAY_HK: Alipay HK
 - ALIPAY_MO: Alipay MO
 - TNG: Touch 'n Go
 - GCASH: Gcash
 - DANA: Dana
 - KAKAOPAY: KakaoPay
 - BKASH: bKash
 - CHOPE: Chope
- TRUEMONEY: TrueMoney || "TNG" || authCode | String | No | The authorization code is used to exchange for an access token. Mini programs can obtain an authorization code via the **my.getAuthCode** JSAPI and then send it to the merchant. Then the merchant is authorized to use the authorization code to exchange for an access token.

- Maximum length: 64 characters
- Characters not allowed: special characters such as @ # ?
- Can be Null.

Note: This field is required when the value of *grantType* is AUTHORIZATION_CODE. | "2810111301lGZcM9Cjlf91WH00039190xxxx" || refreshToken | String | No | The refresh token is used to exchange for a new access token when the original one expires. With the refresh token, a new access token can be obtained without further interaction with the user.

- Maximum length: 128 characters
- Characters not allowed: special characters such as @ # ?
- Can be Null.

Note: This field is required when the value of *grantType* is REFRESH_TOKEN.
"28101113011GZcM9CjLF91WH00039190xxxx" || extendInfo | String | No | Indicates the extended information about this API.

- Maximum length: 4096 characters
- Characters not allowed: special characters such as @ # ?
- Can be Null. | copy

{
 "memo": "memo"
}
 |

Response parameters

Field	Data type	Required	Description	Example
<u>result</u>	<u>Result</u>	Yes	Indicates the request result such as status and error codes.	<pre>copy
{
 "resultCode": "SUCCESS",
 "resultStatus": "S",
 "resultMessage": "success"
}
</pre>
<u>accessToken</u>	String	No	The access token is used to access user information. For the specific information that can be accessed, see the my.getAuthCode JSAPI.	<ul style="list-style-type: none"> - Maximum length: 128 characters - Characters not allowed: special characters such as @ # ? - Can be Null. <p>Note: This field must be returned when the authorization request is successful.</p> <p>"281010033AB2F588D14B43238637264FCA5AAF35xxxx"</p> <p><u>accessTokenExpiryTime</u></p> <p>Datetime</p> <p>No</p> <p>Indicates when an access token expires. For example, in the payment scenario, once the access token expires, the authorized merchant cannot use this token to make payment requests.</p>

debit the user's account.

The value follows the [ISO 8601](#) standard format. For example, "2019-11-27T12:01:01+08:30".

Note: This field must be returned when the authorization request is successful. | "2019-06-06T12:12:12+08:00" || refreshToken | String | No | The refresh token is used to exchange for a new access token when the original one expires. With the refresh token, a new access token can be obtained without further interaction with the user.

- Maximum length: 128 characters
- Characters not allowed: special characters such as @ # ?
- Can be Null.

Note: This field must be returned when the authorization request is successful. | "2810100334F62CBC577F468AAC87CFC6C9107811xxxx" || refreshTokenExpiryTime | Datetime | No | Indicates when the refresh token expires. Once the refresh token expires, the authorized merchant cannot use this token to exchange for a new access token.

The value follows the [ISO 8601](#) standard format. For example, "2019-11-27T12:01:01+08:30".

Note: This field must be returned when the authorization request is successful. | "2019-06-08T12:12:12+08:00" || customerId | String | Yes | Indicates the unique ID assigned by Mini Program Platform to identify a user.

- Maximum length: 64 characters
- Characters not allowed: special characters such as @ # ? | "1000001119398804xxxx" || extendInfo | String | No | Indicates the extended information about this API.
- Maximum length: 4096 characters
- Characters not allowed: special characters such as @ # ?
- Can be Null.

Note:

- The *extendInfo.appCustomerId* assigned by the super app is passed to this field to identify a user.
- The *extendInfo.acqCustomerId* assigned by [Alipay merchant service](#) is also passed to this field to uniquely identify a user. | See [Response sample](#) for details. |

Result process logic

In the response, the *result.resultStatus* field indicates the result of processing a request. The following table describes each result status:

		Result status	Description
	---	---	The authorization request is successful. The corresponding <i>result.resultCode</i> is SUCCESS and the <i>result.resultMessage</i> is SUCCESS.
U			The status of the authorization request is unknown. The corresponding <i>result.resultCode</i> is UNKNOWN_EXCEPTION and <i>result.resultMessage</i> is "An API calling is failed, which is caused by unknown reasons.". For details, see the Common error codes section.
F			The authorization request is failed. The corresponding <i>result.resultCode</i> and <i>result.resultMessage</i> are various based on different situations. For details, see the following Error codes section.

Error codes

Error codes are usually classified into the following categories:

- [Common error codes](#) are common for all mini program OpenAPIs in V2.
- API-specific error codes are listed in the following table.

	Error code	Result status	Error message	Further action
AUTH_CLIENT_UNSUPPORTED_GRANT_TYPE	F	The authorized merchant does not support this grant type.	I Use a valid <i>grantType</i> such as AUTHORIZATION_CODE or REFRESH_TOKEN.	
INVALID_AUTH_CLIENT	F	Either the authorized merchant does not exist or the merchant does not onboard to the native app.	I Use a valid <i>authClientId</i> assigned by the super app.	
INVALID_AUTH_CLIENT_STATUS	F	The status of the authorized merchant is invalid.	I Contact <u>technical support</u> to troubleshoot the issue.	
INVALID_REFRESH_TOKEN	F	The refresh token does not exist.	I Obtain a new refresh token via this API.	
EXPIRED_REFRESH_TOKEN	F	The refresh token expires.	I Obtain a new authorization code from the super app via the my.getAuthCode JSAPI and then obtain a new refresh token via this API.	
USED_REFRESH_TOKEN	F	The refresh token has been used.	I Obtain a new refresh token via this API.	
INVALID_AUTHCODE	F	The authorization code does not exist.	I Obtain a new authorization code from the super app via the my.getAuthCode JSAPI.	
USED_AUTHCODE	F	The authorization code has been used.	I Obtain a new authorization code from the super app via the my.getAuthCode JSAPI.	
EXPIRED_AUTHCODE	F	The authorization code expires.	I Obtain a new authorization code from the super app via the my.getAuthCode JSAPI.	

Samples

The data flow to obtain an access token is illustrated as below:

1. The mini program calls the **my.getAuthCode** JSAPI to request an authorization code from the super app.
2. The super app processes the request and shows the information that needs to be authorized.
3. The user confirms the authorization in the super app.
4. The super app service processes the authorization information to the super app server.
5. The super app server verifies the authorization information and then generates the authorization code.
6. The super app server returns the authorization code to the super app service.
7. The super app service returns the authorization code to the mini program.
8. The mini program sends the authorization code to the merchant server.
9. The merchant server calls this API to exchange for an access token from the super app server.
10. The super app server verifies the authorization code and generates the access token.
11. The super app returns the access token to the merchant server.

Request

- Use an authorization code to exchange for an access token

copy

```
{
  "appId": "3333010071465913xxx",
  "authClientId": "202016726873874774774xxxx",
  "grantType": "AUTHORIZATION_CODE",
```

```

    "authCode": "2810111301lGZcM9Cj1F91WH00039190xxxx"
}
```

The mini program (3333010071465913xxx) calls the **my.getAuthCode** JSAPI to obtain the authorization code (2810111301lGZcM9Cj1F91WH00039190xxxx) and then send the authorization code to the merchant (202016726873874774xxxx). The merchant uses the authorization code to exchange for an access token as *grantType* is AUTHORIZATION_CODE.

- Use a refresh token to exchange for an access token

copy

```
{
  "grantType": "REFRESH_TOKEN",
  "refreshToken": "2810111301lGZcM9Cj1F91WH00039190xxxx"
}
```

The value of *grantType* is REFRESH_TOKEN, which means the merchant can obtain an access token by the refresh token (2810111301lGZcM9Cj1F91WH00039190xxxx).

Response

copy

```
{
  "result": {
    "resultCode": "SUCCESS",
    "resultStatus": "S",
    "resultMessage": "success"
  },
  "accessToken": "281010033AB2F588D14B43238637264FCA5AAF35xxxx",
  "accessTokenExpiryTime": "2019-06-06T12:12:12+08:00",
  "refreshToken": "2810100334F62CBC577F468AAC87CFC6C9107811xxxx",
  "refreshTokenExpiryTime": "2019-06-08T12:12:12+08:00",
  "customerId": "1000001119398804xxxx",
  "extendInfo": "",
  {"appCustomerId": "200xxxx", "acqCustomerId": "300xxxx"}
}
```

- *result.resultStatus* is S, which shows the request to obtain an access token is successful.
- The authorized merchant can use the access token (281010033AB2F588D14B43238637264FCA5AAF35) before *accessTokenExpiryTime* (2019-06-06T12:12:12+08:00).
- 1000001119398804xxxx is the user who authorizes the merchant.
- The authorized merchant can use the refresh token (2810100334F62CBC577F468AAC87CFC6C9107811) to exchange for a new access token before *refreshTokenExpiryTime* (2019-06-08T12:12:12+08:00).

- *extendInfo* returns another two IDs to identify the user:
- *appCustomerId*: Indicates the ID assigned by the super app to identify a user.
- *acqCustomerId*: Indicates the ID assigned by Alipay merchant service to identify a user.

Related links

[my.getAuthCode](#)

[my.getAppIdSync](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/v2_applytoken

/v2/payments/pay {#/v2/payments/pay}

Last updated: 2022-07-05

Path: miniprogram_gcash

/v2/payments/pay

2022-07-05 23:31

POST /v2/payments/pay

The pay API is used to initiate a payment request to wallets.

Note: A payment which takes place at wallets .

- 1) The merchant/partner initiates a payment request to wallet through this interface.
- 2) The wallet will handle different payment scenarios based on the parameters in the request.

Currently, this API support following scenarios:

- Cashier payment: Usually used in the online payment scenario. In this scenario, the merchant/partner will call this API to create an order, and the wallet will return the cashier page URL to the merchant/partner, and then redirect to this cashier page. So user can finish the payment in the cashier page.

Message structure

Request

		Property	Data type	Required	Description	Example
appId String Yes The Mini Program app ID.						
Max. length: 32 characters. "3333010071465913xxx" productCode String No The product code, AGREEMENT_PAYMENT, IN_STORE_PAYMENT, CASHIER_PAYMENT						
Max. length: 32 characters. "CASHIER_PAYMENT" salesCode String No Defined by wallets. The wallet uses the salesCode to get the contract configuration which includes fee, limitation information, and so on.						
Max. length: 32 characters. "202011271xxx" paymentRequestId String Yes The unique ID of a payment generated by merchants.						
- Max. length: 64 characters.						
- This field is used for <u>idempotence</u> control. For the payment requests which are initiated with the same paymentRequestId and reach a final status (S or F), the wallet must return the unique result. "201911271907410100070000077771xxxx" paymentAmount Amount Yes The order amount, displaying users' consumption records, payment results page. {						
"currency": "USD",						
"value": "10000"						
} order Order No The purchase order details, such as Merchant, Buyer, Goods, etc. The information in the Order is only used to display user's payment result page and transactions history, regulation reporting, etc. It will not make use of the amount in the order for fund operation. {						
"referenceOrderId": "OrderID_0101010101xxxx",						
"orderDescription": "SHOES",						
"orderAmount": {						
"currency": "USD",						
"value": "10000"						
},						
"orderCreateTime": "2020-01-01T12:01:01+08:30",						
"merchant": {						
"referenceMerchantId": "M00000000001xxxx",						
"merchantMCC": "1405",						
"merchantName": "UGG Technology Limited",						
"merchantDisplayName": "UGG",						
"merchantAddress": {						
"region": "MY",						
"city": "KL"						
},						
"env": {						
"osType": "IOS",						
"terminalType": "APP"						
},						
} paymentMethod PaymentMethod No It is used to collect fund by wallets. {						
"paymentMethodType": "ID_000001xxxx",						
"paymentMethodId": "1"						
} paymentFactor PaymentFactor No In the Mini Program scenario, it is fixed value, map format. {						
"needSurcharge": true,						
"isPaymentEvaluation": false						
} paymentExpiryTime String/Datetime No The payment order close time defined by merchant,						

which follows the

ISO 8601 standard. | "2020-06-08T12:12:12+08:00" || paymentRedirectUrl | String | No |

The redirect URL defined by merchants.

Max. length: 1024 characters. | "https://www.merchant.com/redirectxxx" ||

paymentNotifyUrl | String | No | The payment success notification URL defined by merchants.

Max. length: 1024 characters. | "https://www.merchant.com/paymentNotifyxxx" ||

voidNotifyUrl | String(2048) | No | the url that void notification will be sent to. |||

extendInfo | String | No | The extensive information. The wallet and merchant can put extensive information in this property.

Max. length: 4096 characters. | "This is additional information" |

Response

	Property	Data type	Required	Description	Example
--	----------	-----------	----------	-------------	---------

|| result | **Result** | Yes | The request result, which contains information related to the request result, such as status and error codes. | {

```

    "resultCode": "SUCCESS",
    "resultStatus": "S",
    "resultMessage": "success"
} || paymentId | String | No | The unique ID of a payment generated by Wallet.
Max. length: 64 characters. | "4374784884773748478499xxxx" || paymentTime | String/Datetime | No | Payment success time, which follows the ISO 8601 standard. | "2020-01-08T12:12:12+08:00" || redirectActionForm | RedirectActionForm | No |
Indicates a redirect URL. | {
    "method": "POST",
    "redirectionUrl": "https://www.wallet.com/cashier?orderId=xxxxxxx"
} || authExpiryTime | String/Datetime | No | The authorization expiry time, has value only when paymentFactor.isAuthorizationPayment is true. | "2020-07-08T12:12:12+08:00" || extendInfo | String | No | The extensive information. The wallet and merchant can put extensive information in this property.
Max. length: 4096 characters. | "This is additional information" |

```

Result process logic

In the response, the `result.resultStatus` field indicates the result of processing a request as follows.

|||| --- | --- | **resultStatus** | **Description** || S | The corresponding `result.resultCode` is "SUCCESS" and the `result.resultMessage` is "Success".

That means that this transaction is successful. The merchant/partner can update transaction to success. What needs to note is :

- In the payment evaluation scenario, 'S' just means that the evaluation is successful and there is no real fund transfer.

- In authorization payment scenario, 'S' just means that the authorization is successful, and need to wait for the capture operation to finish the transaction (finish the final fund flow). || A | The corresponding `result.resultCode` is "ACCEPT"; and the `result.resultMessage` varies based on different situations.

That means that the transaction is already accepted by wallets. The merchant/partner needs to continue the next operation according to the `redirectActionForm` response, such as display the order code to users or redirect to the wallet cashier page. || U | The corresponding `result.resultCode` is "UNKNOWN_EXCEPTION" and

`result.resultMessage` is "An API calling is failed, which is caused by unknown reasons.". For details, see the [Common error codes](#) section.

That means that unknown exception occurs on the wallet side. The merchant/partner can inquiry the payment result or wait for the payment status notification to get the real payment result. What needs to note is :

- Payment evaluation scenario can not be inquired.
- `U` status can not set to fail or success on the merchant/partner system.
- `U` status can not refund to users by offline (Maybe will make fund loss). || F | That means this transaction is failed. The corresponding `result.resultCode` and `result.resultMessage` vary based on different situations. For details, see the following [Error codes](#) section.

Usually the `F` transactions can not be successful again if use the same payment request to call wallets. |

Error codes

Error codes are usually classified into the following categories:

- [Common error codes](#): are common for all Mini Program OpenAPIs.
- API-specific error codes: are listed in the following table.

```
||||| --- | --- | --- | | resultStatus | resultCode | resultMessage || U |
PAYMENT_IN_PROCESS | The payment is still under process. || A | ACCEPT | Need
next actions according to the
RedirectActionForm
field. || F | REPEAT_REQ_INCONSISTENT | Repeated submission, and requests are
inconsistent. || F | PAYMENT_AMOUNT_EXCEED_LIMIT | Payment amount exceeds
limit. || F | USER_NOT_EXIST | User not exist. || F | USER_STATUS_ABNORMAL | The user status is abnormal. || F | USER_BALANCE_NOT_ENOUGH | User balance is
not enough for this payment. || F | PARTNER_NOT_EXIST | Partner not exist. || F |
PARTNER_STATUS_ABNORMAL | Partner status abnormal. || F | RISK_REJECT |
Risk reject. || F | CURRENCY_NOT_SUPPORT | The currency is not supported. || F |
ORDER_STATUS_INVALID | Order is in invalid status such closed. || F |
INVALID_ACCESS_TOKEN | Invalid access token. || F |
USER_AMOUNT_EXCEED_LIMIT | Payment amount exceeds user's amount limit. || F |
AUTH_CODE_ALREADY_USED | Auth code already used. || F | INVALID_CODE | Auth code illegal. || F | EXPIRED_AGENT_TOKEN | The agent token of mini program
is expired. || F | INVALID_AGENT_TOKEN | The agent token of mini program is
invalid. |
```

Sample

Cashier Payment

For example, a user purchases a 100 USD good at the merchant/partner(online merchant usually) , the merchant/partner calls this API to create the payment order first, the wallet will return the payment order ID and wallet cashier page URL to the merchant/partner,

then merchant/partner can redirect user to wallet cashier page with the `my.tradePay` API.

1. The Mini Program creates an order.
2. The merchant server calls this pay interface with `paymentNotifyUrl` to initialize payment flow.
3. E-wallet server returns payment detail information with `paymentId` to the merchant server.
4. The merchant server passes the payment detail information to the Mini Program.
5. The Mini Program calls the `my.tradePay` interface to conduct the payment.
6. When the payment reaches the final status, the e-wallet server notifies the merchant server of the payment result with `paymentNotifyUrl` provided in Step 2 (Step 8).
7. Also the E-wallet App returns the payment result to the Mini Program (Step 9).

Request

copy

{

```
"appId": "3333010071465913xxx",
"paymentRequestId": "201911271907410100070000077771xxxx",
"productCode": "CASHIER_PAYMENT",
"paymentAmount": {
    "currency": "USD",
    "value": "10000"
},
"order": {
    "referenceOrderId": "OrderID_0101010101xxxx",
    "orderDescription": "SHOES",
    "orderAmount": {
        "currency": "USD",
        "value": "10000"
    },
    "orderCreateTime": "2020-01-01T12:01:01+08:30",
    "merchant": {
        "referenceMerchantId": "M0000000001xxxx",
        "merchantMCC": "1405",
        "merchantName": "UGG Technology Limited",
        "merchantDisplayName": "UGG",
        "merchantAddress": {
            "region": "MY",
            "city": "KL"
        }
    },
    "env": {
        "osType": "IOS",
        "terminalType": "APP"
    }
},
"paymentRedirectUrl": "https://www.merchant.com/redirectxxx",
```

```

    "paymentNotifyUrl":"https://www.merchant.com/paymentNotifyxxx"
}

```

- **paymentRequestId** is generated by the merchant/partner, which uniquely identifies the payment. Wallet must make use of paymentRequestId for idempotent control. For example, if a payment with paymentRequestId==2019112719074101000700000077771 has been processed successfully by Wallet, when the merchant/partner uses the same paymentRequestId for payment, Wallet will respond with successful payment.
- **productCode** is the product code, including the IN_STORE_PAYMENT , CASHIER_PAYMENT, and AGREEMENT_PAYMENT information
- **paymentRedirectUrl** is the redirect URL defined by the merchant/partner. In the cashier payment scenario, after the user finished payment in the wallet cashier page, the wallet will direct back to merchant based on this URL.
- **paymentNotifyUrl** is the URL defined by the merchant/partner. In the cashier payment scenario, after the user finished payment in the wallet cashier page, the wallet will notify the merchant of the payment result based on this URL.
- **paymentAmount** describes the amount of 100 USD to be collected by Wallet from user's account for this payment.
- **order** describes the order details of the purchase of the 100CNY merchandise by the user at the merchant. Such as Merchant, Buyer, Goods, etc are included in order . The information in the Order is only used to display user's payment result page and transactions history, regulation reporting, etc. It will not make use of the amount in the order for fund operation.

Response

copy

```

{
  "result": {
    "resultCode": "ACCEPT",
    "resultStatus": "A",
    "resultMessage": "accept"
  },
  "paymentId": "4374784884773748478499xxxx",
  "redirectActionForm": {
    "method": "POST",
    "redirectionUrl": "https://www.wallet.com/cashier?orderId=xxxxxxx"
  }
}

```

- **result.resultStatus ==A** shows that the payment is accept success. After user finish payment in cashier page, payment will change to success.
- **paymentId** is generated by Wallet, uniquely identifies the payment.
- **redirectActionForm** returns the cashier page URL to the merchant/partner. After the merchant/partner receives the accept result, which will be redirected to this URL.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/v2_pay

/v2/payments/pay {#/v2/payments/pay}

Last updated: 2021-05-09

Path: miniprogram_gcash

/v2/payments/pay

2021-05-09 18:43

POST /v2/payments/pay

The pay API is used to initiate a payment request to wallets.

Note: A payment which takes place at wallets .

- 1) The merchant/partner initiates a payment request to wallet through this interface.
- 2) The wallet will handle different payment scenarios based on the parameters in the request.

Currently, this API support following scenarios:

- Cashier payment: Usually used in the online payment scenario. In this scenario, the merchant/partner will call this API to create an order, and the wallet will return the cashier page URL to the merchant/partner, and then redirect to this cashier page. So user can finish the payment in the cashier page.

Message structure

Request

Property	Data type	Required	Description	Example
appId	String	Yes	The Mini Program app ID. Max. length: 32 characters.	"3333010071465913xxx"
productCode	String	No	The product code, AGREEMENT_PAYMENT, IN_STORE_PAYMENT, CASHIER_PAYMENT	"CASHIER_PAYMENT"
salesCode	String	No	Defined by wallets. The wallet uses the salesCode to get the contract configuration which includes fee, limitation information, and so on.	"202011271xxx"
paymentRequestId	String	Yes	The unique ID of a payment generated by merchants. - Max. length: 64 characters.	"201911271907410100070000077771xxxx"
paymentAmount	Amount	Yes	The order amount, displaying users' consumption records, payment results page.	{

```

    "currency": "USD",
    "value": "10000"
} || order | Order | No | The purchase order details, such as Merchant, Buyer, Goods, etc.
The information in the Order is only used to display user's payment result page and
transactions history, regulation reporting, etc. It will not make use of the amount in the
order for fund operation. | {
    "referenceOrderId":"OrderID_0101010101xxxx",
    "orderDescription":"SHOES",
    "orderAmount":{
        "currency": "USD",
        "value": "10000"
    },
    "orderCreateTime": "2020-01-01T12:01:01+08:30",
    "merchant":{
        "referenceMerchantId":"M00000000001xxxx",
        "merchantMCC":"1405",
        "merchantName":"UGG Technology Limited",
        "merchantDisplayName":"UGG",
        "merchantAddress":{
            "region":"MY",
            "city":"KL"
        }
    },
    "env": {
        "osType": "IOS",
        "terminalType": "APP"
    }
} || paymentMethod | PaymentMethod | No | It is used to collect fund by wallets. | {
    "paymentMethodType":"ID_000001xxxx",
    "paymentMethodId":"1"
} || paymentFactor | PaymentFactor | No | In the Mini Program scenario, it is fixed
value, map format. | {
    "needSurcharge": true,
    "isPaymentEvaluation": false
} || paymentExpiryTime | String/Datetime | No | The payment order close time defined by
merchant,
which follows the ISO 8601 standard. | "2020-06-08T12:12:12+08:00" ||
paymentRedirectUrl | String | No | The redirect URL defined by merchants.
Max. length: 1024 characters. | "https://www.merchant.com/redirectxxx" ||
paymentNotifyUrl | String | No | The payment success notification URL defined by
merchants.
Max. length: 1024 characters. | "https://www.merchant.com/paymentNotifyxxx" ||
extendInfo | String | No | The extensive information. The wallet and merchant can put
extensive information in this property.
Max. length: 4096 characters. | "This is additional information" |

```

Response

	Property	Data type	Required	Description	Example
result Result Yes The request result, which contains information related to the request result, such as status and error codes. {	"resultCode": "SUCCESS", "resultStatus": "S",				

```

    "resultMessage": "success"
} || paymentId | String | No | The unique ID of a payment generated by Wallet.
Max. length: 64 characters. | "4374784884773748478499xxxx" || paymentTime |
String/Datetime | No | Payment success time, which follows the ISO 8601 standard. |
"2020-01-08T12:12:12+08:00" || redirectActionForm | RedirectActionForm | No |
Indicates a redirect URL. | {
    "method": "POST",
    "redirectionUrl": "https://www.wallet.com/cashier?orderId=xxxxxxx"
} || authExpiryTime | String/Datetime | No | The authorization expiry time, has value
only when paymentFactor.authorizationPayment is true. | "2020-07-
08T12:12:12+08:00" || extendInfo | String | No | The extensive information. The wallet
and merchant can put extensive information in this property.
Max. length: 4096 characters. | "This is additional information" |

```

Result process logic

In the response, the `result.resultStatus` field indicates the result of processing a request as follows.

||||---|---|| **resultStatus** | **Description** || S | The corresponding `result.resultCode` is "SUCCESS" and the `result.resultMessage` is "Success".

That means that this transaction is successful. The merchant/partner can update transaction to success. What needs to note is :

- In the payment evaluation scenario, 'S' just means that the evaluation is successful and there is no real fund transfer.
- In authorization payment scenario, 'S' just means that the authorization is successful, and need to wait for the capture operation to finish the transaction (finish the final fund flow). || A | The corresponding `result.resultCode` is "ACCEPT"; and the `result.resultMessage` varies based on different situations.

That means that the transaction is already accepted by wallets. The merchant/partner needs to continue the next operation according to the `redirectActionForm` response, such as display the order code to users or redirect to the wallet cashier page. || U | The corresponding `result.resultCode` is "UNKNOWN_EXCEPTION" and `result.resultMessage` is "An API calling is failed, which is caused by unknown reasons.". For details, see the [Common error codes](#) section.

That means that unknown exception occurs on the wallet side. The merchant/partner can inquiry the payment result or wait for the payment notification to get the real payment result. What needs to note is :

- Payment evaluation scenario can not be inquired.
- `U` status can not set to fail or success on the merchant/partner system.
- `U` status can not refund to users by offline (Maybe will make fund loss). || F | That means this transaction is failed. The corresponding `result.resultCode` and `result.resultMessage` vary based on different situations. For details, see the following [Error codes](#) section.

Usually the `F` transactions can not be successful again if use the same payment request to call wallets. |

Error codes

Error codes are usually classified into the following categories:

- Common error codes: are common for all Mini Program OpenAPIs.
- API-specific error codes: are listed in the following table.

	resultStatus	resultCode	resultMessage	U
PAYMENT_IN_PROCESS		The payment is still under process.	A ACCEPT Need next actions according to the RedirectActionForm field.	F
REPEAT_REQ_INCONSISTENT		Repeated submission, and requests are inconsistent.	F	
PAYMENT_AMOUNT_EXCEED_LIMIT		Payment amount exceeds limit.	F	
USER_NOT_EXIST		User not exist.	F	
USER_STATUS_ABNORMAL		The user status is abnormal.	F	
USER_BALANCE_NOT_ENOUGH		User balance is not enough for this payment.	F	
PARTNER_NOT_EXIST		Partner not exist.	F	
PARTNER_STATUS_ABNORMAL		Partner status abnormal.	F	
RISK_REJECT		Risk reject.	F	
CURRENCY_NOT_SUPPORT		The currency is not supported.	F	
ORDER_STATUS_INVALID		Order is in invalid status such closed.	F	
INVALID_ACCESS_TOKEN		Invalid access token.	F	
USER_AMOUNT_EXCEED_LIMIT		Payment amount exceeds user's amount limit.	F	
AUTH_CODE_ALREADY_USED		Auth code already used.	F	
INVALID_CODE		Auth code illegal.	F	
EXPIRED_AGENT_TOKEN		The agent token of mini program is expired.	F	
INVALID_AGENT_TOKEN		The agent token of mini program is invalid.	F	

Sample

Cashier Payment

For example, a user purchases a 100 USD good at the merchant/partner(online merchant usually) , the merchant/partner calls this API to create the payment order first, the wallet will return the payment order ID and wallet cashier page URL to the merchant/partner, then merchant/partner can redirect user to wallet cashier page with the `my.tradePay` API.

1. The Mini Program creates an order.
2. The merchant server calls this pay interface with `paymentNotifyUrl` to initialize payment flow.
3. E-wallet server returns payment detail information with `paymentId` to the merchant server.
4. The merchant server passes the payment detail information to the Mini Program.
5. The Mini Program calls the `my.tradePay` interface to conduct the payment.
6. When the payment reaches the final status, the e-wallet server notifies the merchant server of the payment result with `paymentNotifyUrl` provided in Step 2 (Step 8).
7. Also the E-wallet App returns the payment result to the Mini Program (Step 9).

Request

copy

{

```
"appId": "3333010071465913xxx",
```

```

"paymentRequestId": "201911271907410100070000077771xxxx",
"productCode": "CASHIER_PAYMENT",
"paymentAmount": {
    "currency": "USD",
    "value": "10000"
},
"order": {
    "referenceOrderId": "OrderID_0101010101xxxx",
    "orderDescription": "SHOES",
    "orderAmount": {
        "currency": "USD",
        "value": "10000"
    },
    "orderCreateTime": "2020-01-01T12:01:01+08:30",
    "merchant": {
        "referenceMerchantId": "M00000000001xxxx",
        "merchantMCC": "1405",
        "merchantName": "UGG Technology Limited",
        "merchantDisplayName": "UGG",
        "merchantAddress": {
            "region": "MY",
            "city": "KL"
        }
    },
    "env": {
        "osType": "IOS",
        "terminalType": "APP"
    }
},
"paymentRedirectUrl": "https://www.merchant.com/redirectxxx",
"paymentNotifyUrl": "https://www.merchant.com/paymentNotifyxxx"
}

```

- **paymentRequestId** is generated by the merchant/partner, which uniquely identifies the payment. Wallet must make use of paymentRequestId for idempotent control. For example, if a payment with paymentRequestId== 201911271907410100070000077771 has been processed successfully by Wallet, when the merchant/partner uses the same paymentRequestId for payment, Wallet will respond with successful payment.
- **productCode** is the product code, including the IN_STORE_PAYMENT , CASHIER_PAYMENT, and AGREEMENT_PAYMENT information
- **paymentRedirectUrl** is the redirect URL defined by the merchant/partner. In the cashier payment scenario, after the user finished payment in the wallet cashier page, the wallet will direct back to merchant based on this URL.
- **paymentNotifyUrl** is the URL defined by the merchant/partner. In the cashier payment scenario, after the user finished payment in the wallet cashier page, the wallet will notify the merchant of the payment result based on this URL.
- **paymentAmount** describes the amount of 100 USD to be collected by Wallet from user's account for this payment.
- **order** describes the order details of the purchase of the 100CNY merchandise by the user at the merchant. Such as Merchant, Buyer, Goods, etc are included in order . The information in the Order is only used to display user's payment result page and

transactions history, regulation reporting, etc. It will not make use of the amount in the order for fund operation.

Response

copy

```
{
  "result": {
    "resultCode": "ACCEPT",
    "resultStatus": "A",
    "resultMessage": "accept"
  },
  "paymentId": "4374784884773748478499xxxx",
  "redirectActionForm": {
    "method": "POST",
    "redirectionUrl": "https://www.wallet.com/cashier?orderId=xxxxxxx"
  }
}
```

- **result.resultStatus ==A** shows that the payment is accept success. After user finish payment in cashier page, payment will change to success.
- **paymentId** is generated by Wallet, uniquely identifies the payment.
- **redirectActionForm** returns the cashier page URLto the merchant/partner. After the merchant/partner receives the accept result, which will be redirected to this URL.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/v2_pay

/v2/payments/refund {#/v2/payments/refund}

Last updated: 2022-07-05

Path: miniprogram_gcash

/v2/payments/refund

2022-07-05 23:31

POST /v2/payments/refund

The refund API is used to initiate a refund of a successful payment, refund a transaction and return money to the payer. The transaction can be refunded partially or fully. This API returns SUCCESS when deducting money from the merchant is successful.

Note:

1. The merchant/partner submits a refund request to wallets directly

2. Wallets determines whether the refund is successful based on its own payment status and respond to merchants/partners.
3. Multiple refund requests are supported for one successful payment, but the total refund amount can not be greater than the payment amount.

Message structure

Request

	Property	Data type	Required	Description	Example
	refundRequestId	String	Yes	The unique ID of a refund generated by merchants. - Max. length: 64 characters.	
	-	-	-	- This field is used for <u>idempotence</u> control. For the refund requests which are initiated with the same refundRequestId and reach a final status (S or F), the wallet must return the unique result.	"201911271907410100070000088881xxxx"
	paymentId	String	No	The unique ID of the corresponding original payment. Max. length: 64 characters.	"20191127190741010007000009999xxxx"
	paymentRequestId	String	No	The paymentRequestId for the corresponding original payment. Max. length: 64 characters.	"20200101234567890133333xxxx"
	refundAmount	Amount	Yes	Refund amount.	{ "currency": "USD", "value": "10000" }
	refundReason	String	No	Refund reason. Max. length: 256 characters.	"have returned goods to the shop"
	extendInfo	String	No	The extend information, wallets and merchants can put extending information in this property. Max. length: 4096 characters.	"This is additional information"

Response

	Property	Data type	Required	Description	Example
	result	Result	Yes	The request result, which contains information such as status and error codes.	{ "resultCode": "SUCCESS", "resultStatus": "S", "resultMessage": "success" }
	refundId	String	No	Unique refund order number. It is generated by Wallet, which uniquely identifies the refund. It is mandatory when the result.resultStatus is S.	"201911271907410100070000019000xxxx"
	refundTime	String/Datetime	No	Deduct money from merchant success time, after then will start to refund money to user. which follows the <u>ISO 8601</u> standard. It is mandatory when the result.resultStatus is S.	"2019-11-27T12:01:01+08:30"
	extendInfo	String	No	The extensive information returned by wallets. Max. length: 4096 characters.	"This is additional information"

Result Process Logic

In the response, the `result.resultStatus` field indicates the result of processing a request as follows.

||||---|---|| **resultStatus | Description** || S | The corresponding `result.resultCode` is "SUCCESS" and the `result.resultMessage` is "Success".

It means that the refund is successful, the merchant/partner can process as success. || A | The corresponding `result.resultCode` is "ACCEPT"; and the `result.resultMessage` varies based on different situations. || U | The corresponding `result.resultCode` is "UNKNOWN_EXCEPTION" and `result.resultMessage` is "An API calling is failed, which is caused by unknown reasons.". For details, see the [Common error codes](#) section.

It means that when handling the refund request, an unknown exception occurs. The merchant/partner can call the Refund Inquiry (`inquiryRefund`) API to query or retry this Refund (`refund`) API.

What needs to note is as follow:

- U status (inquiry/retry still gets U) can not set to fail or success on merchant/partner system.
- U status (inquiry/retry still gets U) should not refund/charge to user by offline (Maybe will make fund loss).

If other response (almost never occur), the merchant/partner should process like U. || F | That means this transaction is failed. The corresponding `result.resultCode` and `result.resultMessage` vary based on different situations.

It means that the refund is failed. The failure reasons can be the followings, but not limited to:

- The refund date time exceeds the allowable refund window (`result.resultCode = REFUND_WINDOW_EXCEED`).
- The refund amount is greater than the payment amount.

For details, see the following [Error codes](#) section. |

Error codes

Error codes are usually classified into the following categories:

- [Common error codes](#): are common for all Mini Program OpenAPIs.
- API-specific error codes: are listed in the following table.

|||||---|---|---|| **resultStatus | resultCode | resultMessage** || U |
 REFUND_IN_PROCESS | Refund is under processing. || F |
 REPEAT_REQ_INCONSISTENT | Repeated submit, and requests are inconsistent. || F |
 PARTNER_STATUS_ABNORMAL | Partner status abnormal. || F |
 ORDER_NOT_EXIST | Order does not exist. || F | ORDER_STATUS_INVALID | Order status is invalid. || F | REFUND_WINDOW_EXCEED | Exceed Refund window. || F |
 REFUND_AMOUNT_EXCEED | The total refund amount has exceed the payment amount. || F | PARTNER_BALANCE_NOT_ENOUGH | The partner balance is not enough. || F | CURRENCY_NOT_SUPPORT | The currency is not supported. || F |
 EXPIRED_AGENT_TOKEN | The agent token of Mini Program is expired. || F |
 INVALID_AGENT_TOKEN | The agent token of Mini Program is invalid. |

Sample

For example, a wallet user applies for refund of 100 USD of a successful payment at the merchant/partner. So the merchant/partner will call this refund API to the wallet to refund money to users.

1. User can start a refund request from the Mini Program or the merchant cashier.
2. The merchant server calls this refund interface to refund.
3. E-wallet returns the refund result to the merchant server.
4. The merchant should return the refund result to the Mini Program or the merchant cashier.

Request

copy

```
{
  "refundRequestId": "201911271907410100070000088881xxxx",
  "paymentId": "20191127190741010007000009999xxxx",
  "refundAmount": {
    "currency": "USD",
    "value": "10000"
  }
}
```

- **refundRequestId** is the unique ID of this refund request, generated by merchant/partner, merchant/partner should make sure it is unique, because wallet will use **refundRequestId** to do idempotent process.
- **paymentId** is the payment ID generated by Wallet, which is the unique payment identifier associated with this refund.
- **refundAmount** describes 100 USD should refund to user, refund amount should less than origin payment amount. The amount to pay out for this **refund.refundAmount.currency** and **paymentAmount.currency** in **payment request** are the same. And if there are multiple refunds for a particular payment, the total successful refunded amount cannot exceed the payment amount in the payment transaction.

Note:

- **paymentId** and **paymentRequestId** can not both empty, wallet has to find out the origin payment order based on **paymentId** or **paymentRequestId**.

Response

copy

```
{
  "result": {
    "resultCode": "SUCCESS",
    "resultStatus": "S",
```

```

    "resultMessage": "success"
},
"refundId": "201911271907410100070000019000xxxx",
"refundTime": "2019-11-27T12:01:01+08:30"
}

```

- **result.resultStatus==S** shows that the Wallet refund is successful.
- **refundId** is generated by Wallet, uniquely identifies the refund.
- **refundTime** describes the success date time of this refund.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/v2_refund

/v2/payments/refund {#/v2/payments/refund}

Last updated: 2021-05-09

Path: miniprogram_gcash

/v2/payments/refund

2021-05-09 18:43

POST /v2/payments/refund

The refund API is used to initiate a refund of a successful payment, refund a transaction and return money to the payer. The transaction can be refunded partially or fully. This API returns SUCCESS when deducting money from the merchant is successful.

Note:

1. The merchant/partner submits a refund request to wallets directly
2. Wallets determines whether the refund is successful based on its own payment status and respond to merchants/partners.
3. Multiple refund requests are supported for one successful payment, but the total refund amount can not be greater than the payment amount.

Message structure

Request

		Property	Data type	Required	Description	Example
	refundRequestId String Yes The unique ID of a refund generated by merchants. - Max. length: 64 characters.					

- This field is used for idempotence control. For the refund requests which are initiated with the same `refundRequestId` and reach a final status (S or F), the must return the unique result. | "2019112719074101000700000088881xxxx" || `paymentId` | String | No | The unique ID of the corresponding original payment.
 Max. length: 64 characters. | "201911271907410100070000009999xxxx" || `paymentRequestId` | String | No | The `paymentRequestId` for the corresponding original payment.
 Max. length: 64 characters. | "20200101234567890133333xxxx" || `refundAmount` | **Amount** | Yes | Refund amount. | {
 "currency": "USD",
 "value": "10000"
} || `refundReason` | String | No | Refund reason.
 Max. length: 256 characters. | "have returned goods to the shop" || `extendInfo` | String | No | The extend information, wallets and merchants can put extending information in this property.
 Max. length: 4096 characters. | "This is additional information" |

Response

	Property	Data type	Required	Description	Example
result Result Yes The request result, which contains information such as status and error codes. {					
"resultCode": "SUCCESS", "resultStatus": "S", "resultMessage": "success"					
} <code>refundId</code> String No Unique refund order number. It is generated by Wallet, which uniquely identifies the refund.					
It is mandatory when the <code>result.resultStatus</code> is S.					
Max. length: 64 characters. "201911271907410100070000019000xxxx" <code>refundTime</code> String/Datetime No Deduct money from merchant success time, after then will start to refund money to user. which follows the <u>ISO 8601</u> standard. It is mandatory when the <code>result.resultStatus</code> is S. "2019-11-27T12:01:01+08:30" <code>extendInfo</code> String No The extensive information returned by wallets.					
Max. length: 4096 characters. "This is additional information"					

Result Process Logic

In the response, the `result.resultStatus` field indicates the result of processing a request as follows.

	resultStatus	Description	
--- --- S The corresponding <code>result.resultCode</code> is "SUCCESS" and the <code>result.resultMessage</code> is "Success".			
It means that the refund is successful, the merchant/partner can process as success. A The corresponding <code>result.resultCode</code> is "ACCEPT"; and the <code>result.resultMessage</code> varies based on different situations. U The corresponding <code>result.resultCode</code> is "UNKNOWN_EXCEPTION" and <code>result.resultMessage</code> is "An API calling is failed, which is caused by unknown reasons.". For details, see the <u>Common error codes</u> section.			

It means that when handling the refund request, an unknown exception occurs. The merchant/partner can call the Refund Inquiry (`inquiryRefund`) API to query or retry this Refund (`refund`) API.

What needs to note is as follow:

- U status (inquiry/retry still gets U) can not set to fail or success on merchant/partner system.

- U status (inquiry/retry still gets U) should not refund/charge to user by offline (Maybe will make fund loss).

If other response (almost never occur), the merchant/partner should process like U || F |
That means this transaction is failed. The corresponding `result.resultCode` and
`result.resultMessage` vary based on different situations.

It means that the refund is failed. The failure reasons can be the followings, but not limited to:

- The refund date time exceeds the allowable refund window (`result.resultCode = REFUND_WINDOW_EXCEED`).

- The refund amount is greater than the payment amount.

For details, see the following [Error codes](#) section. |

Error codes

Error codes are usually classified into the following categories:

- [Common error codes](#): are common for all Mini Program OpenAPIs.
- API-specific error codes: are listed in the following table.

--- --- ---	resultStatus	resultCode	resultMessage	U
REFUND_IN_PROCESS	Refund is under processing.	F		
REPEAT_REQ_INCONSISTENT	Repeated submit, and requests are inconsistent.	F		
PARTNER_STATUS_ABNORMAL	Partner status abnormal.	F		
ORDER_NOT_EXIST	Order does not exist.	F	ORDER_STATUS_INVALID	Order status is invalid.
REFUND_WINDOW_EXCEED	Exceed Refund window.	F		
REFUND_AMOUNT_EXCEED	The total refund amount has exceed the payment amount.	F		
PARTNER_BALANCE_NOT_ENOUGH	The partner balance is not enough.	F		
CURRENCY_NOT_SUPPORT	The currency is not supported.	F		
EXPIRED_AGENT_TOKEN	The agent token of Mini Program is expired.	F		
INVALID_AGENT_TOKEN	The agent token of Mini Program is invalid.			

Sample

For example, a wallet user applies for refund of 100 USD of a successful payment at the merchant/partner. So the merchant/partner will call this refund API to the wallet to refund money to users.

1. User can start a refund request from the Mini Program or the merchant cashier.
2. The merchant server calls this refund interface to refund.
3. E-wallet returns the refund result to the merchant server.
4. The merchant should return the refund result to the Mini Program or the merchant cashier.

Request

copy

```
{
  "refundRequestId": "2019112719074101000700000088881xxxx",
  "paymentId": "201911271907410100070000009999xxxx",
  "refundAmount": {
    "currency": "USD",
    "value": "10000"
  }
}
```

- **refundRequestId** is the unique ID of this refund request, generated by merchant/partner, merchant/partner should make sure it is unique, because wallet will use **refundRequestId** to do idempotent process.
- **paymentId** is the payment ID generated by Wallet, which is the unique payment identifier associated with this refund.
- **refundAmount** describes 100 USD should refund to user, refund amount should less than origin payment amount. The amount to pay out for this **refund.refundAmount.currency** and **paymentAmount.currency** in payment request are the same. And if there are multiple refunds for a particular payment, the total successful refunded amount cannot exceed the payment amount in the payment transaction.

Note:

- **paymentId** and **paymentRequestId** can not both empty, wallet has to find out the origin payment order based on **paymentId** or **paymentRequestId**.

Response

copy

```
{
  "result": {
    "resultCode": "SUCCESS",
    "resultStatus": "S",
    "resultMessage": "success"
  },
  "refundId": "2019112719074101000700000019000xxxx",
  "refundTime": "2019-11-27T12:01:01+08:30"
}
```

- **result.resultStatus==S** shows that the Wallet refund is successful.
- **refundId** is generated by Wallet, uniquely identifies the refund.
- **refundTime** describes the success date time of this refund.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/v2_refund

/v2/users/inquiryUserInfo {#/v2/users/inquiryuserinfo}

Last updated: 2022-07-05

Path: miniprogram_gcash

/v2/users/inquiryUserInfo

2022-07-05 23:31

POST /v2/users/inquiryUserInfo

With this API call, a merchant can inquire about user information with the access token. The specific information you can inquire about is defined in the **my.getAuthCode** JSAPI.

Structure

A message consists of a header and body. The following sections are focused on the body structure. For the header structure, see:

- [Request header](#)
- [Response header](#)

Request parameters

		Field	Data type	Required	Description	Example
appId	String	Yes	Indicates the unique ID assigned by Mini Program Platform to identify a mini program.			
-	Maximum length: 32 characters					
-	Characters not allowed: special characters such as @ # ?					
Note:	Obtain this field via the my.getAppIdSync JSAPI or Mini Program Platform. "3333010071465913xxx"	accessToken	String	Yes	The access token is used to access user information. For the specific information that can be accessed, see the my.getAuthCode JSAPI.	
-	Maximum length: 128 characters					
-	Characters not allowed: special characters such as @ # ?					
Note:	Obtain this field via the /v2/authorizations/applyToken API. "281010033AB2F588D14B43238637264FCA5AAF35xxxx"	authClientId	String			
Yes	Indicates the unique ID assigned by the super app to identify an authorized merchant.					
-	Maximum length: 128 characters					
-	Characters not allowed: special characters such as @ # ?					
"202016726873874774774xxxx"	extendInfo	String	No	Indicates the extended information about this API.		
-	Maximum length: 4096 characters					

- Characters not allowed: special characters such as @ # ?
- Can be Null. | copy

{
 "memo": "memo"
}
 |

Response parameters

Field	Data type	Required	Description	Example
result <u>Result</u> Yes Indicates the request result such as status and error codes. copy { "resultCode": "SUCCESS", "resultStatus": "S", "resultMessage": "success" } userInfo <u>User</u> No Indicates the user information that the merchant queried.				

Note:

- The *appUserId* assigned by the super app is passed to the *extendInfo* in the *userInfo* to uniquely identify a user.
- The *acqUserId* assigned by Alipay merchant service is passed to the *extendInfo* in the *userInfo* to uniquely identify a user. | See Response sample for details. |

Result process logic

In the response, the *result.resultStatus* field indicates the result of processing a request. The following table describes each result status:

Result status	Description
S The inquiry is successful. Use the <i>accessToken</i> to access user information within the corresponding scope.	
The corresponding <i>result.resultCode</i> is SUCCESS and the <i>result.resultMessage</i> is Success. U The status of the inquiry is unknown.	
The corresponding <i>result.resultCode</i> is UNKNOWN_EXCEPTION and <i>result.resultMessage</i> is "An API calling is failed, which is caused by unknown reasons.". For details, see the <u>Common error codes</u> section. F The inquiry is failed.	
The corresponding <i>result.resultCode</i> and <i>result.resultMessage</i> are various based on different situations. For details, see the following <u>Error codes</u> section.	

Error codes

Error codes are usually classified into the following categories:

- Common error codes are common for all mini program OpenAPIs in V2.
- API-specific error codes: are listed in the following table.

Error code	Result status	Error message	Further action
INVALID_AUTH_CLIENT F Either the merchant does not exist or the merchant does not onboard to the native app. Use a valid <i>authClientId</i> assigned by the super app.			
INVALID_ACCESS_TOKEN F The access token is not valid. Obtain a new authorization code via the my.getAuthCode JSAPI and then get a valid access token with the authorization code via the /v2/authorizations/applyToken API.			
EXPIRED_ACCESS_TOKEN F The access token is expired. Obtain a new access token with a refresh token via the /v2/authorizations/applyToken API.			

Samples

The data flow of inquiring about a user's information is illustrated as below:

1. The merchant server calls this API with the access token to inquire about the user's information.
2. The super app server returns the user's information to the merchant server based on the scopes of the access token.

Request

copy

```
{  
    "appId": "3333010071465913xxx",  
    "accessToken": "281010033AB2F588D14B43238637264FCA5AAF35xxxx",  
    "authClientId": "202016726873874774774xxxx"  
}
```

The merchant (202016726873874774774xxxx) uses the access token (281010033AB2F588D14B43238637264FCA5AAF35xxxx) to access the user's specific information.

Response

copy

```
{  
    "result": {  
        "resultCode": "SUCCESS",  
        "resultStatus": "S",  
        "resultMessage": "success"  
    },  
    "userInfo": {  
        "userId": "1000001119398804xxxx",  
        "status": "ACTIVE",  
        "nickName": "Jack",  
        "userName": {  
            "fullName": "Jack Sparrow",  
            "firstName": "Jack",  
            "lastName": "Sparrow"  
        },  
        "avatar": "http://example.com/avatar.htm?avatarId=FBF16F91-28FB-  
47EC-B9BE-27B285C23CD3xxxx",  
        "gender": "MALE",  
        "birthDate": "2020-07-25",  
        "nationality": "US",  
        "loginIdInfos": [\n    ]  
    }  
}
```

```
{
    "loginId": "1116874199xxx",
    "loginIdType": "MOBILE_PHONE"
},
],
"contactInfos": [
    {
        "contactNo": "1116874199xxx",
        "contactType": "MOBILE_PHONE"
    }
],
"extendInfo": "
{\\"appUserId\\":\\"200xxxx\\",\\"acqUserId\\":\\"300xxxx\\"
}
}
```

- *result.resultStatus* is S, which means the inquiry request is successful.
- *userInfo* describes the user's information you get via the **inquiryUserInfo** API. The information includes *userId*, *status*, *nickName*, *userName*, *avatar*, *gender*, *birthDate*, *nationality*, *loginIdInfos*, *contactInfos*, and *extendInfo*.

Related links

[my.getAuthCode](#)

[my.getAppIdSync](#)

[/v2/authorizations/applyToken](#)

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/v2_users_inquiryuserinfo

ACSS Reference {#acss-reference}

Last updated: 2021-05-09

Path: miniprogram_gcash

ACSS Reference

2021-05-09 18:43

The **acss** is used to describe the page style. It is a set of style language, used to describe the axml component style and decide the displaying mode of axml component.

To facilitate most front-end developers, our acss has the most features of css. Meanwhile, we extend the css so that it is more suitable for Mini Program.

In contrast to css, our extension features include:

Rpx

The **rpx**(Responsive Pixel) can adapt with screen width specification 750rpx. Take the iPhone6 as an example. The screen width is 375px and has total 750 physical pixels, $750\text{rpx} = 375\text{px} = 750$ physical pixels, $1\text{rpx} = 0.5\text{px} = 1$ physical pixel.

```
||||| --- | --- | --- || Device | rpx converted to px (screen width / 750) | px converted to
rpx (750 / screen width) || iPhone5 | 1rpx = 0.42px | 1px = 2.34rpx || iPhone6 | 1rpx =
0.5px | 1px = 2rpx || iPhone6 Plus | 1rpx = 0.552px | 1px = 1.81rpx |
```

Style Import

Use the `@import` statement to import external style sheets. The `@import` should be followed with the relative path of external style sheet, with “;” indicating the end.

Sample codes:

copy

```
/** button.acss */
.sm-button {
  padding: 5px;
}
```

copy

```
/** app.acss */
@import "./button.acss";
.md-button {
  padding: 15px;
}
```

The import path supports node_modules directory loading third-party module, such as page.acss:

copy

```
@import "./button.acss"; /*relative path*/
@import "/button.acss"; /*project absolute path*/
@import "third-party/page.acss"; /*third-party npm package path*/
```

Inline Style

The component supports the use of **style**, **class** attribute to control style.

Style Attribute

Used to receive dynamic style, style will be parsed in running. The !important priority rule is not supported.

copy

```
<view style="color:{{color}};" />
```

Class Attribute

Used to receive static style. The attribute value is the set of class selector name (style class name) in the style rules. The style class name does not need the ".", and uses space to separate each other.

copy

```
<view class="my-awesome-view" />
```

Static style is uniformly written into class. Do not write static style into style, otherwise the render speed will be affected.

Selector

Same as css3.

Note:

- The class selectors starting with .a- and .am- are occupied by the system component. Do not use them.
- Attribute selector is not supported.

Global Style and Local Style

The style defined in the app.acss is **global style** and acts on every page.

The style defined in the acss file of the page is **local style** and acts on only the corresponding page. It overwrites the same selector in app.acss.

Page Container Style

The **page** element selector is used to set the page container style, such as the page background color:

copy

```
page {  
  background-color: red;  
}
```

Local Reference

Please use absolute path to refer local file in ACSS, relative path is not supported.

copy

```
/* Supported */
background-image: url('/images/mini-program.png');
/* Not supported */
background-image: url('./images/mini-program.png');
```

FAQ

Q: How to solve the style pollution when an axml includes multiple custom component or template?

A: Please use namespace to separate them up.

Q: The 100% height is invalid, why?

A: Add absolute position to solve it, or it will adjust the height according to the content height in the page.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_acss-reference

ACSS Reference {#acss-reference}

Last updated: 2022-07-03

Path: miniprogram_gcash

ACSS Reference

2022-07-03 18:44

The **acss** is used to describe the page style. It is a set of style language, used to describe the axml component style and decide the displaying mode of axml component.

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copy

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copy

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```

```
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```

FAQ

Q: How to solve the style pollution when an axml includes multiple custom component or template?

A: Please use namespace to separate them up.

Q: The 100% height is invalid, why?

A: Add absolute position to solve it, or it will adjust the height according to the content height in the page.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_acss-reference

AMCheckBox {#amcheckbox}

Last updated: 2022-07-03

Path: miniprogram_gcash

AMCheckBox

2022-07-03 18:44

Checkbox

Sample Code

copy

```
// API-DEMO page/component/am-checkbox/am-checkbox.json
{
  "defaultTitle": "Mini Program AntUI component library",
  "usingComponents": {
    "list": "mini-antui/es/list/index",
    "list-item": "mini-antui/es/list/list-item/index",
    "am-checkbox": "mini-antui/es/am-checkbox/index"
  }
}
```

copy

```
<!-- API-DEMO page/component/am-checkbox/am-checkbox.axml -->
<list>
    <view slot="header">
        List + Checkbox
    </view>
    <block a:for="{{items}}>
        <list-item
            thumb=""
            arrow="{{false}}"
            index="{{index}}"
            key="items-{{index}}"
            last="{{index === (items.length - 1)}}"
        >
            <view slot="prefix" style="display: flex; align-items: center;">
                <am-checkbox id="{{item.id}}" data-name="{{item.value}}"
disabled="{{item.disabled}}" checked="{{item.checked}}"
onChange="onChange" />
            </view>
            <label for="{{item.id}}">{{item.title}}
        </list-item>
    </block>
</list>
<view style="padding: 16px;">
    <view style="color: #888; font-size: 14px;">
        Protocol
    </view>
    <view style="margin-top: 10px;">
        <label style="display: flex; line-height: 24px;">
            <am-checkbox />
            <text style="text-indent: 8px; color: #888">Agree with Credit
Payment Service Contract</text>
        </label>
    </view>
</view>
<view style="padding: 16px; background-color: #fff;">
    <form onSubmit="onSubmit" onReset="onReset">
        <view>
            <view style="color: #666; font-size: 14px; margin-bottom:
5px;">Select the framework you have used:</view>
            <view>
                <checkbox-group name="libs">
                    <label a:for="{{items2}}" style="display: flex; align-items:
center; height: 30px;">
                        <am-checkbox value="{{item.name}}" checked=
{{item.checked}} disabled="{{item.disabled}}"/>
                        <text style="color: #888; font-size: 14px; margin-left:
8px;">{{item.value}}</text>
                    </label>
                </checkbox-group>
            </view>
        <view style="margin-top: 10px;">
```

```

<button type="primary" size="mini"
formType="submit">submit</button>
</view>
</view>
</form>
</view>

copy

// API-DEMO page/component/am-checkbox/am-checkbox.js
Page({
  data: {
    items: [\n      { checked: true, disabled: false, value: 'a', title: 'Checkbox -\n      Checked by default', id: 'checkbox1' },\n      { checked: false, disabled: false, value: 'b', title: 'Checkbox -\n      Unchecked by default', id: 'checkbox2' },\n      { checked: true, disabled: true, value: 'c', title: 'Checkbox -\n      disabled checked by default', id: 'checkbox3' },\n      { checked: false, disabled: true, value: 'd', title: 'Checkbox -\n      disabled unchecked by default', id: 'checkbox4' },\n    ],\n    items2: [\n      { name: 'react', value: 'React', checked: true },\n      { name: 'vue', value: 'Vue.js' },\n      { name: 'ember', value: 'Ember.js' },\n      { name: 'backbone', value: 'Backbone.js', disabled: true },\n    ],\n  },
  onSubmit(e) {
    my.alert({
      content: `You are selecting the framework\n${e.detail.value.libs.join(', ')}`,
    });
  },
  onReset() {},
  onChange(e) { console.log(e); },
});

```

Attributes

		Property	Description	Type	Default	Required
value	Component value, the value carried with the change event when checked.	String	-	No	checked	Checked or not, allowing the checked setting by default.
false	No	disabled	Disable or not.	Boolean	false	false
function	No	onChange	Callback function triggered by the change event.	(e: Object) => void	-	No
for	id		Works with the for attribute of the label component.	String	-	No

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_form_amcheckbox

AMIcon {#amicon}

Last updated: 2022-07-03

Path: miniprogram_gcash

AMIcon

2022-07-03 18:44

Icon.

Note:

- It is recommended to use font with small size.
- The Amicon does not support the onTap event, while a view tag can be added to its exterior.
- AMIcon is the extension component encapsulated with customized components where no click event is available.

The click event bound on it will not work. It is possible to find the source codes in modules, and modify the code to add the click event.

Sample Code

copy

```
// API-DEMO page/component/am-icon/am-icon.json
{
  "defaultTitle": "Mini Program AntUI component library",
  "usingComponents": {
    "am-icon": "mini-antui/es/am-icon/index"
  }
}
```

copy

```
<!-- API-DEMO page/component/am-icon/am-icon.axml -->
<view>
  <view class="icon-title">Basics </view>
  <view class="icon-list">
    <block a:for="{{basicTypes}}">
      <view class="icon-item">
        <am-icon type="{{item}}"/>
        <text class="icon-desc">{{item}}</text>
      </view>
    </block>
```

```
</view>
<view class="icon-title">Outline style</view>
<view class="icon-list">
  <block a:for="{{strokeTypes}}">
    <view class="icon-item">
      <am-icon type="{{item}}"/>
      <text class="icon-desc">{{item}}</text>
    </view>
  </block>
</view>
<view class="icon-title">Solid style</view>
<view class="icon-list">
  <block a:for="{{solidTypes}}">
    <view class="icon-item">
      <am-icon type="{{item}}"/>
      <text class="icon-desc">{{item}}</text>
    </view>
  </block>
</view>
</view>
```

copy

```
// API-DEMO page/component/am-icom/am-icon.js
Page({
  data: {
    basicTypes: [
      'arrow-left',
      'arrow-up',
      'arrow-right',
      'arrow-down',
      'cross',
      'plus',
    ],
    strokeTypes: [
      'close-o',
      'dislike-o',
      'heart-o',
      'help-o',
      'like-o',
      'location-o',
      'info-o',
      'success-o',
      'wait-o',
      'warning-o',
      'star-o',
      'download',
      'friends',
      'circle',
      'delete',
      'charge',
      'card',
    ],
  },
})
```

```
'notice',\
'qrcode',\
'reload',\
'scan',\
'money',\
'search',\
'setting',\
'share',\
'zoom-in',\
'zoom-out',\
],
solidTypes: [\n    'close',\n    'dislike',\n    'heart',\n    'help',\n    'like',\n    'location',\n    'info',\n    'success',\n    'wait',\n    'warning',\n    'star',\n],
},
});
```

copy

```
/* API-DEMO page/component/am-icon/am-icon.acss */\n.icon-title {\n    margin-top: 20px;\n    margin-bottom: 10px;\n    margin-left: 10px;\n    color: #333;\n    font-size: 16px;\n}\n\n.icon-list {\n    background: #fff;\n}\n\n.icon-item {\n    display: inline-flex;\n    width: 33.3333%;\n    height: 80px;\n    align-items: center;\n    flex-direction: column;\n    justify-content: center;\n}\n\n.icon-desc {
```

```
margin-top: 10px;
}
```

Attributes

||||| --- | --- | --- | --- || **Property** | **Description** | **Type** | **Required** || type | Type of the icon. For specific effect, scan the above QR code to preview (effective values are listed in the table below). | String | Yes || size | Size of icon, in px. | String | No || color | Color of icon, same as the color in css. | String | No |

Effective lvalues of type

|||| --- | --- || **Style of icon** | **Effective values of type** || Basic type | arrow-left, arrow-up, arrow-right, arrow-down, cross, plus. || Outline style | Close-o, dislike-o, heart-o, help-o, like-o, location-o, info-o, success-o, wait-o, warning-o, star-o, download, friends, circle, delete, charge, card, notice, qrcode, reload, scan, money, search, setting, share, zoom-in, dislike-o, heart-o, help-o, like-o, location-o, info-o, success-o, wait-o, warning-o, star-o, download, friends, circle, delete, charge, card, notice, qrcode, reload, scan, money, search, setting, share, zoom-in, zoom-out. || Solid style | close, dislike, heart, help, like, location, info, success, wait, warning, star. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_others_amicon

AMRadio {#amradio}

Last updated: 2022-07-03

Path: miniprogram_gcash

AMRadio

2022-07-03 18:44

You can use the am-radio component to allow users to select radio buttons. The specific usage is consistent with the basic radio component, but more styles are added in the extended am-switch component.

Sample code

See the sample codes in different languages:

.json

copy

```
{
  "defaultTitle": "am-radio",
  "usingComponents": {
    "am-radio": "mini-ali-ui/es/am-radio/index",
    "list": "mini-ali-ui/es/list/index",
    "list-item": "mini-ali-ui/es/list/list-item/index"
  }
}
```

.axml

copy

```
<view class="page">
  <view class="page-description">AMRdiao</view>
  <view class="page-section">
    <view class="section section_gap">
      <form onSubmit="onSubmit" onReset="onReset">
        <view class="page-section-demo">
          <radio-group class="radio-group" onChange="radioChange" name="lib">
            <label class="radio" a:for="{{items}}" key="label-{{index}}">
              <am-radio value="{{item.value}}" checked="{{item.checked}}" disabled="{{item.disabled}}"/>
              <view style="display:inline-block;">{{item.desc}}</text>
            </label>
          </radio-group>
        </view>
        <view class="page-section-demo">
          <radio-group class="radio-group" onChange="radioChange" name="lib">
            <label class="radio" a:for="{{items1}}" key="label-{{index}}">
              <am-radio value="{{item.value}}" checked="{{item.checked}}" disabled="{{item.disabled}}"/>
              <view style="display:inline-block;">{{item.desc}}</text>
            </label>
          </radio-group>
        </view>
      </form>
    </view>
  </view>
</view>
```

.acss

copy

```
.radio {
  display: flex; align-items: center;
```

```

    }
  .page-section-demo {
    padding: 24rpx;
}

```

.js

copy

```

Page({
  data: {
    items: [
      { checked: true, disabled: false, value: 'a', desc: 'AMRadio-
checked', id: 'checkbox1' },\
      { checked: false, disabled: false, value: 'b', desc: 'AMRadio-
unchecked', id: 'checkbox2' },\
    ],
    items1: [
      { checked: true, disabled: true, value: 'c', desc: 'AMRadio-
checked disabled', id: 'checkbox3' },\
    ],
  },
  radioChange() {
  },
});

```

Parameters

||||| --- | --- | --- || **Property** | **Type** | **Description** || value | String | Component value.
When the radio is selected, the component value is obtained by the onChange event. ||
checked | Boolean | An indicator of whether the radio is selected. The default value is
false. || disabled | Boolean | An indicator of whether to disable the radio selection. The
default value is false. || id | String | Radio ID, which is used in combination with the *for*
property of the label component. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_form_amradio

API Implementation Difference {#api-implementation-difference}

Last updated: 2022-07-03

Path: miniprogram_gcash

API Implementation Difference

2022-07-03 18:44

Due to the difference of running environment, the implementations of the following APIs are not consistent on the developer tool and the client. Please use real machine for debugging.

||||---|---|| **API | Description** || my.makePhoneCall | Popup prompt simulative call. ||
my.navigateBackMiniProgram | Popup prompt simulative call. ||
my.navigateToMiniProgram | Popup prompt simulative call. || my.tradePay | Scheduled. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/mini-program-studio_api-implementation-difference

AXML Introduction {#axml-introduction}

Last updated: 2022-07-03

Path: miniprogram_gcash

Axml Introduction

2022-07-03 18:44

Axml is a set of markup language for Mini Program framework design and used to describe the structure of Mini Program pages. The Axml syntax falls into five parts: data binding, conditional rendering, list rendering, template and file reference.

Axml code sample:

copy

```
<!-- pages/index/index.axml -->
<view a:for="{{items}}> {{item}} </view>
<view a;if="{{view == 'WEBVIEW'}}> WEBVIEW </view>
<view a:elif="{{view == 'APP'}}> APP </view>
<view a:else> hello </view>
<view onTap="add"> {{count}} </view>
```

.js sample:

copy

```
// pages/index/index.js
Page({
  data: {
    items: [1, 2, 3, 4, 5, 6, 7],
```

```

        view: 'hello',
        count: 1,
    },
    add(e) {
        this.setData({
            count: this.data.count + 1,
        });
    },
);

```

.css sample:

copy

```

/* pages/index/index.acss */
view {
    padding-left: 10px;
}

```

Display result:

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_axml-reference_axml-introduction

AXML Introduction {#axml-introduction}

Last updated: 2021-05-09

Path: miniprogram_gcash

AXML Introduction

2021-05-09 18:43

AXML is a set of markup language for Mini Program framework design and used to describe the structure of Mini Program pages. The AXML syntax falls into five parts: data binding, conditional rendering, list rendering, template and file reference.

AXML code sample:

copy

```

<!-- pages/index/index.axml -->
<view a:for="{{items}}> {{item}} </view>
<view a;if="{{view == 'WEBVIEW'}}> WEBVIEW </view>
<view a:elif="{{view == 'APP'}}> APP </view>
<view a:else> hello </view>
<view onTap="add"> {{count}} </view>

```

.js sample:

copy

```
// pages/index/index.js
Page({
  data: {
    items: [1, 2, 3, 4, 5, 6, 7],
    view: 'hello',
    count: 1,
  },
  add(e) {
    this.setData({
      count: this.data.count + 1,
    });
  },
});
```

.css sample:

copy

```
/* pages/index/index.acss */
view {
  padding-left: 10px;
}
```

Display result:

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_axml-reference_axml-introduction

About App Container {#about-app-container}

Last updated: 2021-05-09

Path: miniprogram_gcash

About App Container

2021-05-09 18:43

App Container is a productive and secure runtime system that can run beautiful Mini Programs on mobile platforms of Android and iOS in any apps that are integrated with Mini Programs.

Features

You can benefit from the following features available:

Fast Development

You get a uniform and standardized application development experience. Code once, and the Mini Program can run on both Android and iOS apps. App Container provides developers with infrastructure APIs to easily access album, contact, device, storage or network status.

Expressive and Flexible UI

App Container provides rich UI components such as scroll-view, progress, slider, switch, picker, navigator and canvas, which allow developers to realize their idea more quickly. With App Container API, you can easily customize the user experience of title bar, loading view, error view and other UI components.

High Performance

You can easily ship a Mini Program to the app bundle and launch it fast in the offline mode. High Performance Renderer in the App Container allows Mini Program to be rendered fast, so that you can get a fast response.

Contact Us

Send us an email at and integrate App Container today.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/app-container

About Mini Program {#about-mini-program}

Last updated: 2022-06-28

Path: miniprogram_gcash

About Mini Program

2022-06-28 23:11

Mini Program is a new technology that helps merchants to quickly develop high-quality services and grow business on mobile apps. It can be easily acquired with a good user experience for mobile users.

What is Mini Program

As is known to all that mobile web technology can help to move the business forward quickly with its flexibility. Mini Program is a mini app that can provide as many services to users as the mobile native app, without installing the mobile app.

The main development language of Mini Program is JavaScript, and the development experience of the Mini Program is similar to that of web development. For developers, the migration cost of moving HTML5 app to Mini Program is kept to a minimum. For more information, see [How to transform an HTML 5 mobile app to an HTML 5 mini program](#).

The following diagram illustrates how mini programs works for developers and users:

Picture 1 Mini Program Overview

Differences between Mini Program development and web development

As shown above, the App Container is the runtime of a DSL(Domain Specific Language) Mini Program. The render engine and JS engine are independent of each other so they can run in parallel. On the other hand, in web development, they run in serial and a longtime-running script may cause non-responsive UI.

Web developers can use DOM APIs provided by the browser to perform DOM selection and operation. In Mini Program development, we practice separation of concerns and make UI rendering and JS business logic into distinct sections. While the UI layout is provided by the declarative `axml` language, the JS business layer does not include DOM manipulation and therefore, JS objects such as `window` or `document` are not available in Mini Program JS layer. This design makes some DOM-dependent JS libraries, such as `jQuery`, unavailable. Also, the JS layer does not include `Node.js` runtime, so certain `Node.js`-specific NPM packages can not be used in the Mini Program project.

Why using Mini Program

As is known to all, an HTML5 app is sandboxed and has its limitation to access native device capability, such as the reliable network, the powerful storage abilities, etc. And users may wait for HTML5 resource downloading for a long time because of poor network connection, which may cause white-screen issues frequently. Besides, smooth transitions can not be achieved in HTML5 since the page switching and the tapping are delayed frequently. Last but not least, the unresponsive UI may hurt the user experience.

You can benefit from Mini Programs with the following features:

- Acquiring App services without installing Apps
- Faster loading
- More powerful capacities
- Almost native experience
- Efficient and simple development

The operating environments of Mini Program

The operating environments of Mini Program include the two major mobile Operating Systems (OSs): iOS and Android. The development tool of Mini Program (IDE) is Mini Program Studio. These three operating environments of Mini Program are also different in their working mechanism, as shown in Table 1:

Table 1. Mini Program operating environment

Components and APIs

Check the [Developer's Guide](#) to see the components and APIs for Mini Programs.

Related topics

[Product Guide](#)

[User Experience Design Guide](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/about/readme

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Path: miniprogram_gcash

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Table 1. Mini Program operating environment

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Check the Developer's Guide to see the components and APIs for Mini Programs.

Related topics

[Product Guide](#)

[User Experience Design Guide](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/about/

Alphabet {#alphabet}

Last updated: 2022-07-03

Path: miniprogram_gcash

Alphabet

2022-07-03 18:44

You can use the alphabet component to arrange content in the alphabetical order.

Sample code

.json

copy

```
{  
  "defaultTitle": "Alphabet",  
  "usingComponents":{  
    "alphabet": "mini-ali-ui/es/list/alphabet/index",  
    "am-icon": "mini-ali-ui/es/am-icon/index"  
  }  
}
```

.axml

copy

```
<view style="position: relative; height: 100vh;">  
  <alphabet alphabet="{{alphabet}}" onClick="onAlphabetClick" >  
    <view slot="prefix"><am-icon size="12" type="check_" /></view>  
  </alphabet>  
</view>
```

.js

copy

```
Page({
  data: {
    alphabet: ['A', 'B', 'C', 'D', 'E', 'F', 'G', 'H', 'I', 'J', 'K',
    'L', 'M', 'N', 'O', 'P', 'Q', 'R', 'S', 'T', 'U', 'V', 'W', 'X', 'Y',
    'Z'],
  },
  onAlphabetClick(ev) {
    my.alert({
      content: JSON.stringify(ev.data),
    });
  },
});
```

Parameters

||||| --- | --- | --- || **Property** | **Type** | **Description** || alphabet | Array | The alphabet that consists of letters. |

Note:

The content is displayed by using the list component.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_others_alphabet

Am-Switch {#am-switch}

Last updated: 2022-07-03

Path: miniprogram_gcash

Am-Switch

2022-07-03 18:44

You can use the am-switch component to change the state on or off. The specific usage is consistent with the basic switch component, but more styles are added in the extended am-switch component.

Note:

In iOS, the switch shape is round, while in Android the switch shape is square.

Sample code

See the sample codes in different languages:

.json

copy

```
{
  "defaultTitle": "am-switch",
  "usingComponents": {
    "am-switch": "mini-ali-ui/es/am-switch/index"
  }
}
```

.axml

copy

```
<view class="page">
  <view class="page-description">am-switch</view>
  <view class="page-section">
    <view class="page-section-demo switch-list">
      <view class="switch-item">
        <am-switch checked onChange="switch1Change"/>
      </view>
      <view class="switch-item">
        <am-switch color="red" checked />
      </view>
    </view>
  </view>
</view>
```

.js

copy

```
Page({
  switch1Change(e) {
    console.log('switch1 happen change event carried value is',
e.detail.value);
  },
});
```

Parameters

||||| --- | --- | --- || **Property** | **Type** | **Description** || name | String | Component name, which is used to obtain data by submitting the form. || checked | Boolean | An indicator of whether the state is on. The default value is **false**. || disabled | Boolean | An indicator

of whether to disable the switch. The default value is `false`.
|| `onChange` | (e: Object) => void | The event that is triggered when users change the state.
|| `color` | String | Component color. Specify the color value in CSS.
|| `controlled` | Boolean | An indicator of whether the component is controlled. The default value is `false`. If the value is `true`, the value of `checked` is controlled by `setData`.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_form_am-switch

AmountInput {#amountinput}

Last updated: 2022-07-03

Path: miniprogram_gcash

AmountInput

2022-07-03 18:44

Amount input box

Sample Code

copy

```
// API-DEMO page/component/amount-input/amount-input.json
{
  "defaultTitle": "Mini Program AntUI component library",
  "usingComponents": {
    "amount-input": "mini-antui/es/amount-input/index"
  }
}
```

copy

```
<!-- API-DEMO page/component/amount-input/amount-input.axml -->
<view>
  <amount-input
    type="digit"
    title="Charge amount"
    extra="Suggest charge amount above ¥100 "
    placeholder="Enter charge amount"
    value="{{value}}"
    maxLength="5"
    focus="{{true}}"
    btnText="Withdraw all"
    onClear="onInputClear"
```

```

        onInput="onInput"
        onConfirm="onInputConfirm" />
    </view>

```

copy

```

// API-DEMO page/component/amount-input/amount-input.js
Page({
    data: {
        value: 200,
    },
    onInputClear() {
        this.setData({
            value: '',
        });
    },
    onInputConfirm(e) {
        console.log(e);
        my.alert({
            content: 'confirmed',
        });
    },
    onInput(e) {
        console.log(e);
        const { value } = e.detail;
        this.setData({
            value,
        });
    },
    onButtonClick() {
        my.alert({
            content: 'button clicked',
        });
    },
    onInputFocus(e) {
        console.log(e);
    },
    onInputBlur(e) {
        console.log(e);
    },
});

```

Attributes

	Property	Description	Type	Default	Required	
	Type of input, effective values include digit and number.	String number No	title			
	Title in the upper-left corner.	String - No	extra	Description in the bottom-right corner.	String - No	
	value Current value of the input box.	String - No	btnText			
	Text of the bottom-right corner button.	String - No	placeholder	Placeholder		
	focus Get cursor automatically.	Boolean false No	onInput	Trigger on keyboard input.	(e: Object) => void - No	onFocus Trigger on getting focus.
	(e: Object) => void					

Object) => void | - | No || onBlur | Trigger on losing focus. | (e: Object) => void | - | No || onConfirm | Trigger on clicking keyboard completion. | (e: Object) => void | - | No || onClear | Trigger on clicking clear icon. | () => void | - | No || onButtonClick | Trigger on clicking bottom-right corner button. | () => void | - | No || maxLength | Maximum number of characters allowed for input. | Number | - | No || controlled | Is controlled component or not If true, value contents are under full control of setData. | Boolean | false | No |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_form_amountinput

Analytics {#analytics}

Last updated: 2022-07-07

Path: miniprogram_gcash

Analytics

2022-07-07 17:08

The Analytics functionality helps you to see the performance of all your mini programs. You can see the basic analytics data of all the released mini programs under **Default Analysis**. In addition, you can create events for your customized analysis. Data collected by events are displayed under **My Analysis**.

Note:

Events are used to collect data and analyze user behavior.

Default analysis

The following data are available under the **Default Analysis** tab:

- Summary of your mini programs

You can see the total number of mini programs. You can also sort mini programs according to the status. For example, fully released and grayscale releasing.

- Performance of all the released mini programs

You can analyze mini programs' performance by tracking its unique visitors, page views, new users, and total users.

- Performance of each released mini program

Go to **Performance of Each Mini Program** and click on the name of the mini program you would like to see in detail.

- Performance of each mini program

Under the **Performance** tab, you can see the historical performance of each mini program. See [Performance](#) for details.

- Real-time analytics data of each mini program

Under the **Real-Time Analysis** tab, you can see:

- Number of users and page visits of the current day.
- Data on each individual page of the mini program, such as the number of times that the page was shared.
- Ratio between the different versions used by users.
- Payment success rate.

See [Real-Time Analysis](#) for details.

Customized analysis

Under the **My Analysis** tab, you can find the list of all the mini programs. You can click on each mini program to customize its analysis in the following ways:

- Manage events for each mini program

Under the **Manage Event** tab, you can customize events or API fields to collect and report data on user behavior. See [Event management and analysis](#) for details.

- Manage funnels for each mini program

Under the **Manage Funnel** tab, you can customize funnels to analyze the user conversion. See [Funnel management and analysis](#) for details.

More information

[Overview](#)

[Workflow Procedures](#)

[Member Role](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/analytics

Analyze events and funnels {#analyze-events-and-funnels}

Last updated: 2022-07-07

Path: miniprogram_gcash

Analyze events and funnels

2022-07-07 17:08

After you publish an event, you can analyze the event and see user behavior for this event. In addition, you can also see the user flow across several events, which is enabled by funnel analysis. To learn more about events and funnels, see [Event management and analysis](#) and [Funnel management and analysis](#).

Events analysis

Prerequisites

Make sure you have defined and published an event. For more information, see [define an event and publish an event](#).

Procedures

1. Go to **Analytics > Performance > My Analysis**;
2. Choose the mini program that you want to perform data analysis on, then click **Manage Event**.
3. Define filter conditions for this report.

Take the "add a product to the shopping cart" event as an example. You need to configure the event analysis with the following parameters:

- **Event:** The event to be analyzed. For this event, `addCommodityToSoppingCart` is chosen.
- **Metric:** Metrics are the fields that were previously defined for the event. These are the dimensions that you can analyze for the event. For example, selecting `addToShoppingCarNum` and `Sum` will indicate the total number of products in the shopping cart. In addition, you can also choose PV and UV as metrics.
- **Filter(Optional):** Data filter conditions. You can apply filter conditions to all the fields that you have previously defined for the event.
- **Date Range:** The period when the event was triggered.
- **Time Granularity:** Choose either daily or hourly.

After setting the event analysis configurations, click **Apply**. You can view the analysis results in the form of a graph or table accordingly.

Analysis:

- On March 9, 2021, the total number of products added to the shopping cart is 13;
- On March 10, 2021, the total number of products added to the shopping cart is 26;
- On March 11, 2021, the total number of products added to the shopping cart is 13.

Funnel analysis

To analyze a funnel, complete the following steps:

Prerequisites

Funnel analysis helps you analyze several steps of the user flow. Make sure you have defined and published at least two events. For more information, see [define an event](#) and [publish an event](#).

Procedures

1. Create a funnel

1. Go to **Analytics > Performance > My Analysis**;
2. Choose the mini program that you want to perform data analysis on;
3. Click **Manage Funnel** under the **Manage Funnel** tab;
4. Click **+ New Funnel**.

2. Enter the funnel name

3. Set funnel steps

Take "user shopping path conversion rate" funnel as an example:

- **Steps:** Each step corresponds to an event. You can choose multiple events that are already defined. For this funnel example, select the `addCommodityToShoppingCart`, `submitOrder`, and `payOrder` steps.
- **Filter(Optional):** Data filter conditions. You can apply filter conditions to all the fields that you have previously defined for the event. In step 3, set `payStatus` is equal to `true`, which filters orders that have been successfully paid.

copy

```
data: {  
  orderList: [],  
  totalItems:0,  
  commodityAmount:0,  
  orderAmount:0,  
  totalDiscount:10,  
  shopDiscount:3,  
  freightAmount:9,  
  orderId:"",  
  payStatus:"false",  
}
```

After confirming each step, click **Save** to save the current configuration.

4. Analyze data

After setting funnel steps, go back to the funnel management page to set funnel analysis conditions and perform customized data analysis.

- **Funnel:** Select the userShoppingPathConversionRate that you have already created.
- **Date Range:** Select the data range to calculate overall funnel conversion. For this funnel example, March 5, 2021 - March 11, 2021 is selected as the range.

After setting funnel analysis conditions, click **Apply**. You can view the analysis results in the form of a graph or table.

Analysis:

- From March 5, 2021 to March 11, 2021, a total of 52 products were added to the shopping cart, of which 32 of which were submitted as orders, and 28 of the submitted orders were successfully paid for.
- The conversion rates among the three events are 61.54% and 87.50% respectively.

Based on the funnel analysis, you can start your investigations on user behavior.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/analyze-data

App Introduction {#app-introduction}

Last updated: 2022-07-03

Path: miniprogram_gcash

App Introduction

2022-07-03 18:44

Introduction

App() represents top-level applications and manages all pages and global data and provides lifecycle method. It is also a construction method, for generating the App instance.

A Mini Program is an App instance.

Typically, at the root directory of each Mini Program, there are three files.

- app.js: application logic
- app.acss: application style (optional)

- app.json: application configuration

Sample

Here is a simple app.json.

copy

```
{  
  "pages": [\\"  
    "pages/index/index", \  
    "pages/logs/index"\\  
  ],  
  "window": {  
    "defaultTitle": "Demo"  
  }  
}
```

The configuration above indicates that two pages are included in the Mini Program, and the default title is Demo for the application.

A simple app.js code is shown below. It has four life-cycle methods.

copy

```
App({  
  onLaunch(options) {  
    // called when opened  
  },  
  onShow(options) {  
    // called when opened or come foreground  
  },  
  onHide() {  
    // called when it goes background  
  },  
  onError(msg) {  
    // called on JavaScript error or API invoke exception  
    console.log(msg)  
  },  
  // global data  
  globalData: {  
    foo: true,  
  }  
)
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_app_overview

App Introduction {#app-introduction}

Last updated: 2021-05-09

Path: miniprogram_gcash

App Introduction

2021-05-09 18:43

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  },
  onError(msg) {
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Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_app_overview

Apply for an account {#apply-for-an-account}

Last updated: 2021-05-09

Path: miniprogram_gcash

Apply for an account

2021-05-09 18:43

Before developing a Mini Program, you need to create a developer account, which allows you to create, develop or publish your Mini Program.

Please ask the workspace admin to invite you to join the workspace to be a Mini Program admin or a Mini Program developer. Note that developer can develop the Mini Program, and only the Mini Program admin can create and publish the Mini Program.

By clicking the link within the invitation email you received, you can create your account as below.

Fill in the information, then you can finish the account creation process.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/quick-start_create-account

Apply for an account {#apply-for-an-account}

Last updated: 2022-07-03

Path: miniprogram_gcash

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Approvals {#approvals}

Last updated: 2022-07-07

Path: miniprogram_gcash

Approvals

2022-07-07 17:08

With the Approval Manage functionality, you can query and process approval requests depending on your role.

Features

Depending on your role, you can benefit from all or some of the following features:

- Query approval requests

- Under Approval Requests, workspace admins and workspace reviewers can check all the received approval requests in a list and filter them by Category or Status.
- Under My Applications, you can check approval requests that you submitted in a list and filter them by Category or Status.
- Process approval requests

You can approve or reject the received approval requests. This feature is available for workspace admins and workspace reviewers.

Approval request details

The following table describes the fields of the approval request list:

Field	Description
Title	Short description about the approval request.
Mini Program name	Mini program name.
Category	The category that the approval request belongs to. Valid values are:

- Member requests
- Launch/Publishing
- Removal
- Feature activation
- Version
- The field is required when the value of Category is Launch/Publishing.
- Applicant
- The person who submits the approval request.
- Created time
- The time when the approval request is created. The format is yyyy-MM-dd HH:mm.
- Finish time
- The time when the approval request is processed. The format is yyyy-MM-dd HH:mm.
- Status
- Status of the approval request. Valid values are:
- In review
- Approved
- Rejected
- Withdrawn

Table 1. Fields of the approval request list

More information

Overview

Member Role

Workflow Procedures

Manage Mini Program

Manage Workspace

Authorization

Settings

Authorization {#authorization}

Last updated: 2022-07-07

Path: miniprogram_gcash

Authorization

2022-07-07 17:08

The Authorization functionality is available for workspace admins. With this functionality, you can check the authorization information and revoke the authorization.

Features

You can benefit from the following features:

- Check the authorization information in the list

You can check the authorization information in the list that includes:

- Authorized ISV Name: The authorized ISV name.
- Authorized Mini Program: The authorized mini program name.
- Mini Program ID: The authorized mini program ID.
- Status: The authorization status that can be Authorized , Deauthorized, InReview and Rejected.
- Action: The action of viewing the authorization details.

Note: For ISVs who would like to apply for authorization, see how to [apply for authorization](#).

- Revoke the authorization

Workspace admin can revoke the authorization for the authorized mini programs.

- Apply for authorization

ISV can apply for the authorization for the mini programs.

More information

[Overview](#)

[Member Role](#)

[Workflow Procedures](#)

[Manage Mini Program](#)

[Manage Workspace](#)

[How to apply for authorization](#)

[Settings](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/authorization

Avatar {#avatar}

Last updated: 2022-07-03

Path: miniprogram_gcash

Avatar

2022-07-03 18:44

You can use the avatar component to display avatars.

Sample code

See the sample codes in different languages:

.js

copy

```
{  
  "defaultTitle": "Avatar",  
  "usingComponents": {  
    "avatar": "mini-ali-ui/es/avatar/index"  
  }  
}
```

.axml

copy

```
<view>
  <!--normal avatar-->
  <avatar src="xxxx" shape="standard"/>
  <!--avatar with username and short description-->
  <avatar src="xxxx" size="lg" name="username" desc="abstract
description" shape="standard" />
</view>
```

Parameters

||||| --- | --- | --- || **Property** | **Type** | **Description** || className | String | Customized class. || src | String | Source of the avatar image. The default value is Default avatar with blue background. || size | String | Avatar size. Valid values are:

- lg
- md
- sm
- xs

The default value is md. || shape | String | Avatar shape. Valid values are:

- standard
- circle
- square

The default value is circle. || name | String | Username. || desc | String | Short description about the user. || onError | EventHandle | The event that is triggered when the avatar is failed to be loaded. The default value is (e: Object) => void. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_guide_avatar

Badge {#badge}

Last updated: 2022-07-03

Path: miniprogram_gcash

Badge

2022-07-03 18:44

Red dot, number or text. Used to tell users there are some updates.

||||| --- | --- | --- | --- || **Property** | **Description** | **Type** | **Default** | **Required** || text | Number or text to be displayed. | String/Number || No || dot | Show a red dot instead of number. | Boolean || No || overflowCount | Top number to be shown, “+” shown for more. | Number | 99 | No |

Slots

||||---|---|| **slotName** | **Description** || inner | Optional, when badge is wrapper, it is used to render the internal region. |

Example

copy

```
{
  "defaultTitle": "AntUI Component Library",
  "usingComponents": {
    "list": "mini-antui/es/list/index",
    "list-item": "mini-antui/es/list/list-item/index",
    "badge": "mini-antui/es/badge/index"
  }
}
```

copy

```
<view>
  <list>
    <block a:for="{{items}}>
      <list-item
        arrow="{{true}}"
        index="{{index}}"
        key="items-{{index}}"
        last="{{index === (items.length - 1)}}"
      >
        <view>
          <badge a:if="{{item.isWrap}}" text="{{item.text}}" dot="{{item.dot}}>
            <view slot="inner" style="height: 26px; width: 26px;
background-color: #ddd;"></view>
          </badge>
          <text style="margin-left: {{item.isWrap ? '12px' : '0'}}">{{item.intro}}</text>
        </view>
        <view slot="extra">
          <badge a:if="{{item.isWrap}}" text="{{item.text}}" dot="{{item.dot}}>
            <view>
              <list-item>
                </list-item>
              </block>
            </list>
          </view>
        </view>
      </list-item>
    </block>
  </list>
</view>
```

copy

```

Page({
  data: {
    items: [\n      {\n        dot: true,\n        text: '',\n        isWrap: true,\n        intro: 'Dot Badge',\n      },\n      {\n        dot: false,\n        text: 1,\n        isWrap: true,\n        intro: 'Text Badge',\n      },\n      {\n        dot: false,\n        text: 99,\n        isWrap: false,\n        intro: 'Number Badge',\n      },\n      {\n        dot: false,\n        text: 100,\n        overflowCount: 99,\n        isWrap: false,\n        intro: 'OverflowCount',\n      },\n      {\n        dot: false,\n        text: 'new',\n        isWrap: false,\n        intro: 'Text Badge',\n      },\n    ],\n  },
});

```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_prompt-guide_badge

Bluetooth API Error Code Table {#bluetooth-api-error-code-table}

Last updated: 2022-07-03

Path: miniprogram_gcash

Bluetooth API Error Code Table

2022-07-03 18:44

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Device_Bluetooth_BluetoothAPIErrorCodeTable

Bluetooth API Error Code Table {#bluetooth-api-error-code-table}

Last updated: 2021-05-09

Path: miniprogram_gcash

Bluetooth API Error Code Table

2021-05-09 18:43

The table below lists the errors for bluetooth APIs. You can find error codes, error messages and solutions to resolve the errors.

		--- --- ---	Error Code	Error Message	Solutions
		10000 The Bluetooth adapter is not initialized.	Call API my.openBluetoothAdapter for initialization.	10001 The Bluetooth adapter is not available.	Check whether BLE is supported in your device and enable the function if it's supported.
		10002 Device not found	Check the device ID and make sure peripheral broadcast of the target device is enabled.	10003 Connection failed	Check the device ID and make sure peripheral broadcast of the target device is enabled.
		10004 Service not found	Check the device ID and make sure the service is available for target devices.	10005 Characteristic not found	Use a correct characteristic ID and make sure the characteristic is enabled for the service.
		10006 Connection lost	Disconnect and try again.	10007 Characteristic not supported	Check the read, write and notify functions of the current characteristic.
		10008 System error	An unknown system error.	10009 BLE is not supported for Android systems with versions lower than 4.3.	Remind users it's not supported in the current android system version.
		10010 Descriptor not found	Use a correct service ID and characteristic ID.	10011 Invalid device ID	Use a correct device ID.
		10012 Invalid service ID	Use a correct service ID.	10013 Invalid characteristic ID	Use a correct characteristic ID.
		10014 Invalid data	Use valid data.	10015 Timeout	Try again.
		10016 Parameters not enough	Check the parameters and try again.	10017 Failed to write characteristic	Make sure writing is supported for peripheral characteristic. Don't disconnect.
		10018 Failed to read characteristic	Make sure reading is supported for peripheral characteristic. Don't disconnect.		

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_bluetoothapierrorcodetable

Bluetooth API FAQ {#bluetooth-api-faq}

Last updated: 2022-07-03

Path: miniprogram_gcash

Bluetooth API FAQ

2022-07-03 18:44

Q: Does the API call of `my. WriteBLECharacteristicValue` return an empty value?

A: No. Calling this API returns the value of what you write.

Q: Why is listening not supported with the API call of `my.onBLECharacteristicValueChange`? Do I have to write before I can listen?

A: Yes. To call this API, you first need to write before you can listen. In order to prevent multiple callbacks of an event caused by multiple registered event listeners, it is recommended to call off method to listen to an event and close the previous event listener, before you call on method.

Q: Why do I get an error code `10014` with the API call of `my. Why writeBLECharacteristicValue`?

A: The error code `10014` means the data you send are either empty or incorrectly formatted. It is recommended to check for errors in the written data or HEX conversion.

Q: Can I use the hexadecimal array to write characteristic value with the API `my writeBLECharacteristicValue` ?

A: No. The characteristic values you write are hexadecimal strings, which are limited to 20 bytes.

Q: What is the `deviceId` format for Android and iOS devices?

A:

- An Android device gets the MAC address for bluetooth, such as:
`11:22:33:44:55:66`.
- An iOS device gets the UUID of Bluetooth, such as: `00000000-0000-0000-0000-000000000000`.

Q: Why can't I search for any device with the API call of `my.startBluetoothDevicesDiscovery`?

A: Please make sure that the device is discoverable. If the API is passed to Services, make sure that the discoverable content of the device contains the UUID of the service.

Q: If GPS positioning is not enabled when calling an bluetooth API, some devices will report an error message that bluetooth can't be connected as positioning service is not enabled.

A: The bluetooth function of the mini program relies on GPS positioning, as about 20% mobile phones rely on GPS to enable bluetooth. It is recommended to guide users to turn on the GPS positioning service in order to be connected with bluetooth.

Q: How do I resolve device connection failure?

A: Please make sure the correct deviceId is transmitted with strong signals. If the signal is weak, a device connection failure may occur.

Q: How to resolve write/read data failure?

A: Make sure to check the following settings:

- DeviceId, serviceId, and characteristicId are transmitted in the correct format.
- DeviceId is connected (You can call the API `my.OnBLEConnectionStateChanged` to listen to the connection state changes; Call the API `my.GetConnectedBluetoothDevices` to check for devices that are connected.
- Write a method in the connected state.
- Check and make sure characteristicId belongs to this Service.
- This characteristic supports write/read.

Q: How do I receive data notifications?

A:

- Make sure to call the API `my.notifyBLECharacteristicValueChange` with correct parameters.
- Notify or indicate features are supported in the transmitted characteristicID.
- Make sure the hardware is notified.
- Pay attention to the basic flow sequence, i.e. call the API `notifyBLECharacteristicValueChange` once you're connected.

Q: Why are event callbacks called multiple times?

A: The same event was listened due to multiple anonymous function registrations. It is recommended to call off method to listen for an event and close the previous event listener, before you call on method.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_bluetooth_bluetoothapifaq

Bluetooth API FAQ {#bluetooth-api-faq}

Last updated: 2021-05-10

Path: miniprogram_gcash

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2021-05-10 03:43

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Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_bluetoothapifaq

Bluetooth API Overview {#bluetooth-api-overview}

Last updated: 2021-05-09

Path: miniprogram_gcash

Bluetooth API Overview

2021-05-09 18:43

Before you get started, you can see the system requirement as a prerequisite and then see the process flow on how the bluetooth APIs work. You can then find an overview of all the bluetooth APIs and a sample of code snippet. In addition, you can refer to the FAQ and error code table for more details.

System Requirement

|||| --- | --- || **Bluetooth Type** | **System Requirement** || Bluetooth Low Energy (BLE) |
 Android: 5.0 and upper versions
 iOS: no requirements |

Process Flow

The following diagram illustrates how the bluetooth function is enabled with APIs. You can see the details on how each API works.

BLE

Traditional Bluetooth

API List

|||| --- | --- | --- || **Bluetooth Type** | **API** | **Description** || BLE | my.connectBLEDevice | Connect to low energy bluetooth devices. || BLE | my.disconnectBLEDevice | Disconnect to low energy bluetooth devices. || BLE | my.getBLEDeviceCharacteristics | Get the characteristics of low energy bluetooth devices. || BLE | my.getBLEDeviceServices | Get all the low energy bluetooth devices that are discovered, including the connected devices. || BLE | my.notifyBLECharacteristicValueChange | Enable the function to notify changes to the characteristic value. || BLE | my.offBLECharacteristicValueChange | Disable the function to notify changes to the characteristic value. || BLE | my.offBLEConnectionStateChanged | Disable the event listener for the connection status. || BLE | my.onBLECharacteristicValueChange | Enable the event listener for changes to the characteristic value. || BLE | my.onBLEConnectionStateChanged | Enable the event listener for changes to the connection status, such as device lost and device disconnected. || BLE | my.readBLECharacteristicValue | Read the characteristic value. ||

BLE | my.writeBLECharacteristicValue | Write data to the characteristic value. || Bluetooth | my.openBluetoothAdapter | Use this API to initialize the Bluetooth module in the mini program. || Bluetooth | my.closeBluetoothAdapter | Use this API to close the Bluetooth module in the mini program. || Bluetooth | my.getBluetoothAdapterState | Use this API to check the Bluetooth adapter status in the mini program. || Bluetooth | my.startBluetoothDevicesDiscovery | Use this API to start discovering bluetooth devices. || Bluetooth | my.stopBluetoothDevicesDiscovery | Use this API to stop discovering bluetooth devices. || Bluetooth | my.getBluetoothDevices | Use this API to get all the bluetooth devices that are discovered, including those that are connected to the current device. || Bluetooth | my.getConnectedBluetoothDevices | Use this API to get the bluetooth devices that are connected. || Bluetooth | my.onBluetoothDeviceFound | Use this API when a new Bluetooth device is found. || Bluetooth | my.offBluetoothDeviceFound | Use this API to remove the bluetooth devices that are found. || Bluetooth | my.onBluetoothAdapterStateChange | Use this API to monitor the bluetooth adapter state changes. || Bluetooth | my.offBluetoothAdapterStateChange | Use this API to remove the bluetooth adapter with a state change. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_bluetoothapioverview

Bluetooth API Overview {#bluetooth-api-overview}

Last updated: 2022-07-03

Path: miniprogram_gcash

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||||| --- | --- | --- || **Bluetooth Type** | **API** | **Description** || BLE | my.connectBLEDevice | Connect to low energy bluetooth devices. || BLE | my.disconnectBLEDevice | Disconnect to low energy bluetooth devices. || BLE | my.getBLEDeviceCharacteristics | Get the characteristics of low energy bluetooth devices. || BLE | my.getBLEDeviceServices | Get all the low energy bluetooth devices that are discovered, including the connected devices. || BLE | my.notifyBLECharacteristicValueChange | Enable the function to notify changes to the characteristic value. || BLE | my.offBLECharacteristicValueChange | Disable the function to notify changes to the characteristic value. || BLE | my.offBLEConnectionStateChanged | Disable the event listener for the connection status. || BLE | my.onBLECharacteristicValueChange | Enable the event listener for changes to the characteristic value. || BLE | my.onBLEConnectionStateChanged | Enable the event listener for changes to the connection status, such as device lost and device disconnected. || BLE | my.readBLECharacteristicValue | Read the characteristic value. || BLE | my.writeBLECharacteristicValue | Write data to the characteristic value. || Bluetooth | my.openBluetoothAdapter | Use this API to initialize the Bluetooth module in the mini program. || Bluetooth | my.closeBluetoothAdapter | Use this API to close the Bluetooth module in the mini program. || Bluetooth | my.getBluetoothAdapterState | Use this API to check the Bluetooth adapter status in the mini program. || Bluetooth | my.startBluetoothDevicesDiscovery | Use this API to start discovering bluetooth devices. || Bluetooth | my.stopBluetoothDevicesDiscovery | Use this API to stop discovering bluetooth devices. || Bluetooth | my.getBluetoothDevices | Use this API to get all the bluetooth devices that are discovered, including those that are connected to the current device. || Bluetooth | my.getConnectedBluetoothDevices | Use this API to get the bluetooth devices that are connected. || Bluetooth | my.onBluetoothDeviceFound | Use this API when a new Bluetooth device is found. || Bluetooth | my.offBluetoothDeviceFound | Use this API to remove the bluetooth devices that are found. || Bluetooth | my.onBluetoothAdapterStateChange | Use this API to monitor the bluetooth adapter state changes. || Bluetooth | my.offBluetoothAdapterStateChange | Use this API to remove the bluetooth adapter with a state change. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_bluetooth_bluetoothapioverview

Button {#button}

Last updated: 2022-07-03

Path: miniprogram_gcash

Button

2022-07-03 18:44

You can use the button component to allow users to perform actions or make choices. The component is often used to submit forms, redirect users to another interface, or guide users to next steps. The usage is consistent with the [basic button component](#), but more styles are added in the extended button component.

Sample code

See the sample codes in different languages:

.json

copy

```
{  
  "defaultTitle": "Button",  
  "usingComponents": {  
    "button": "mini-ali-ui/es/button/index",  
    "radio": "mini-ali-ui/es/am-radio/index",  
    "checkbox": "mini-ali-ui/es/am-checkbox/index"  
  }  
}
```

.axml

copy

```
<view class="container">  
  <button onTap="onTest" showLoading="{{showLoading}}" dataName="{{dataName}}"  
    type="{{type}}" subtitle="{{subtitle}}" disabled="{{disabled}}"  
    shape="{{shape}}" capsuleSize="{{capsuleSize}}"  
    capsuleMinWidth="{{capsuleMinWidth}}>  
    {{title}}  
  </button>  
  <view>main title</view>  
  <input value="{{title}}" onInput="titleChange"/>  
  <view>subtitle</view>  
  <input value="{{subtitle}}" onInput="subtitleChange"/>  
  <view>button type</view>  
  <radio-group class="radio-group" onChange="typeChange" name="type">  
    <label class="radio" a:for="{{types}}" key="label-{{index}}>  
      <radio value="{{item.name}}" checked="{{item.checked}}"/>  
      <text class="radio-text">{{item.value}}</text>  
    </label>  
  </radio-group>  
  <view>shape</view>  
  <radio-group class="radio-group" onChange="shapeChange" name="shape">  
    <label class="radio" a:for="{{shapes}}" key="label-{{index}}>  
      <radio value="{{item.name}}" checked="{{item.checked}}"/>
```

```

<text class="radio-text">{{item.value}}</text>
</label>
</radio-group>
<view>capsule button size</view>
<radio-group class="radio-group" onChange="sizeChange" name="size">
  <label class="radio" a:for="{{capsuleSizes}}" key="label-{{index}}">
    <radio value="{{item.name}}" checked="{{item.checked}}"/>
    <text class="radio-text">{{item.value}}</text>
  </label>
</radio-group>
<view>disable or not</view>
<checkbox onChange='onDisableChange' />
<view>Enable minimum width of capsule button or not</view>
<checkbox onChange='onMinWidthChange' />
<view>achieve loading or not</view>
<checkbox onChange='onLoadingChange' />
</view>

```

.acss

copy

```

.container {
  padding: 20rpx;
}

.container button {
  margin-bottom: 24rpx;
}

```

.js

copy

```

Page({
  data: {
    title: 'push-button control Normal',
    subtitle: '',
    disabled: false,
    dataName: '1',
    type: '',
    shape: 'default',
    capsuleSize: 'medium',
    capsuleMinWidth: false,
    showLoading: false,
    types: [
      { name: 'default', value: 'default', checked: true },
      { name: 'primary', value: 'primary' },
      { name: 'ghost', value: 'ghost' },
      { name: 'text', value: 'text' },
    ]
  }
})

```

```
{ name: 'warn', value: 'warn' },\
{ name: 'warn-ghost', value: 'warn-ghost' },\
{ name: 'light', value: 'light' },\
],
shapes: [\n    { name: 'default', value: 'default', checked: true },\
    { name: 'capsule', value: 'capsule' },\
],
capsuleSizes: [\n    { name: 'small', value: 'small' },\
    { name: 'medium', value: 'medium', checked: true },\
    { name: 'large', value: 'large' },\
],
},
onLoad() {
},
typeChange(e) {
    this.setData({
        type: e.detail.value,
    });
},
shapeChange(e) {
    this.setData({
        shape: e.detail.value,
    });
},
sizeChange(e) {
    this.setData({
        capsuleSize: e.detail.value,
    });
},
titleChange(e) {
    this.setData({
        title: e.detail.value,
    });
},
subtitleChange(e) {
    this.setData({
        subtitle: e.detail.value,
    });
},
onDisableChange(e) {
    this.setData({
        disabled: e.detail.value,
    });
},
onMinWidthChange(e) {
    this.setData({
        capsuleMinWidth: e.detail.value,
    });
},
```

```

    onTap() {
      // e.target.dataset.name
    },
    onLoadingChange(e) {
      this.setData({
        showLoading: e.detail.value,
      });
    },
  );
}

```

Parameters

||||| --- | --- | --- || **Property** | **Type** | **Description** || type | String | Button style. Valid values are:

- default
- primary
- ghost
- warn
- warn-ghost
- text
- light

The default value is default. || subtitle | String | Subtitle. || shape | String | Button shape. Valid values are:

- default
- capsule

The default value is default. || capsuleSize | String | Capsule button size. Valid values are:

- large
- medium
- small

The default value is medium. || capsuleMinWidth | Boolean | An indicator of whether to use the minimum width for the capsule button. The default value is false. || disabled | Boolean | An indicator of whether to disable the button. The default value is false. || showLoading | Boolean | An indicator of whether to display the loading icon on the button. The default value is false. || hover-class | String | Style class after the button is pressed. The default class name is button-hover and the style is {background-color: rgba(0, 0, 0, 0.1); opacity: 0.7;}. If the value is none, no style changes occur when users press the button. || hover-start-time | Number | The duration in milliseconds between two moments. One moment is the time when users tap the button and the other is the time when the button changes to the tapped status. The default value is 20. || hover-stay-time | Number | The duration in milliseconds that the tapped status lasts after users tap the button. The default value is 70. || hover-stop-propagation | Boolean | An indicator of whether to prevent the tapped status from the parent element of the current element. The default value is false. || form-type | String | The button type that is used in the form component. Valid values are:

- submit
- reset

When users tap the button, the onSubmit event or the onReset event is triggered. || open-type | String | Open capability, such as the payment capability. || scope | String | Authorization scope, which is valid when the value of *open-type* is getAuthorize. ||

onTap | EventHandle | The event that is triggered when users tap the button. || app-parameter | String | Parameters that are transmitted to the opened app, which are valid when the value of *open-type* is `launchApp`. |

九色鹿

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_form_button

Calendar {#calendar}

Last updated: 2022-07-03

Path: miniprogram_gcash

Calendar

2022-07-03 18:44

Calendar

Property	Description	Type	Default	Required	type
Selection type <code>single</code> : Single date range: Date range.	String single No	tagData			Tag data, including date, tag, disable or not, tag color tagColor. The tagColor includes 1.#f5a911, 2.#e8541e, 3.#07a89b 4.#108ee9 and 5.#b5b5b5. Array<date, tag, tagColor>
No	onSelect	Select range callback. ([startDate, endDate]) => void	No	onMonthChange	Callback on clicking month change, including two parameters currentMonth (change to next month) and prevMonth (change to previous month). (currentMonth, prevMonth) => void
No	onSelectHasDisableDate				Selected range includes unusable date. (currentMonth, prevMonth) => void
					No

Example

copy

```
{
  "defaultTitle": "AntUI Component Library",
  "usingComponents": {
    "calendar": "mini-antui/es/calendar/index"
  }
}
```

copy

```
<view>
  <calendar
    type="single"
```

```

        tagData="{{tagData}}"
        onSelect="handleSelect" />
</view>

copy

Page({
  data: {
    tagData: [
      { date: '2018-05-14', tag: 'Returning mortgage', tagColor: 5 },
      { date: '2018-05-28', tag: 'Provident fund', tagColor: 2 },
    ],
  },
  handleSelect() {},
  onMonthChange() {},
});

```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_others_calendar

Call an API via adding a signature {#call-an-api-via-adding-a-signature}

Last updated: 2022-07-03

Path: miniprogram_gcash

Call an API via adding a signature

2022-07-03 18:44

Before calling an API, signing a request is needed. After sending the request and obtaining the response, you need to validate the response signature accordingly.

Sign a request

Procedures

1. Obtain your private key, represented by `privateKey`, which is used to sign a request.
2. Construct the content to be signed (`Content_To_Be_Signed`).
3. Calculate and generate the signature.
4. Add the generated signature to the request header.

For details of each step, see the following examples.

Example

1. Obtain your private key to sign the request

Get your private key ready, which is used to generate the signature later.

2. Construct the content to be signed

For example, a request has the following properties:

- **HTTP_URI** : for example, /api/v2/payments/pay
- **Client-Id** : TEST_5X00000000000000
- **Request-Time** : 2019-05-28T12:12:12+08:00
- **HTTP_BODY** : the body looks like the following format.

copy

```
{
  "order": {
    "orderId": "OrderID_0101010101",
    "orderDescription": "sample_order",
    "orderAmount": {
      "value": "100",
      "currency": "JPY"
    }
  },
  "paymentAmount": {
    "value": "100",
    "currency": "JPY"
  },
  "paymentFactor": {
    "isInStorePayment": "true"
  }
}
```

By complying with the Syntax of Content To Be Signed, the content to be signed (Content_To_Be_Signed) is created as follows:

copy

```
POST /api/v2/payments/pay
TEST_5X00000000000000.2019-05-28T12:12:12+08:00.{
  "order": {
    "orderId": "OrderID_0101010101",
    "orderDescription": "sample_order",
    "orderAmount": {
      "value": "100",
      "currency": "JPY"
    }
  },
  "paymentAmount": {
```

```

        "value": "100",
        "currency": "JPY"
    },
    "paymentFactor": {
        "isInStorePayment": "true"
    }
}

```

Syntax of Content_To_Be_Signed

copy

```
<HTTP_METHOD> <HTTP_URI>
<Client-Id>.<Request-Time>.<HTTP_BODY>
```

- **HTTP_METHOD** : POST
- **HTTP_URI** : For example, if the HTTP URL is <https://example.com/api/v2/payments/pay>, this property is /api/v2/payments/pay.
- **Client-Id** : is used to identify a client, and is associated with the keys that are used for signature and. You can get this field from the request header.
- **Request-Time**: Specifies the time when a request is sent, as defined by [ISO8601](#). Note: This field must be accurate to milliseconds. For example, 2019-05-28T12:12:12+08:00 . You can get this field from the request header.
- **HTTP_BODY** : the data body of a request.

3. Calculate and generate the signature

Use the sha256withrsa method that involves the proper algorithm and private key to calculate and generate the signature.

copy

```
generatedSignature=base64UrlEncode(sha256withrsa(<Content_To_Be_Signed>
<privateKey>)
```

- **Content_To_Be_Signed**: the content to be signed that is obtained in step 2.
- **privateKey** : the private key value that is obtained in step 1.
- **sha256withrsa** : the algorithm to use, RSA256.

For example, the generated signature generatedSignature looks as follows:

copy

```
KrwDE9tAPJYBb4cUZU6ALJxGIZgwDXn5UKFPMip09n%2FkYKPhEIII%2Fki2rYY2lPtuKV(
2FjzRpohDbr0d8zYriiukpGAxBQDIVbatGI7WY0cc9YVQwdCR6R0uRQvr%2FD1AfdhHd6w;
w10W7Ti93LTd0tcyEWQYd2S7c3A73sH0JNYl8DC1PjasibozZ%2FADgb70NsqHo%2B8fKH:
TGIRBQsvfgICnJhh%2BzXV8AQoecJBTrv6p%xxxx
```

4. Add the generated signature to the request header

a. Assemble a signature string as the following syntax.

copy

```
'Signature: algorithm=<algorithm>, keyVersion=<key-version>,
signature=<generatedSignature>'
```

- `algorithm`, `keyVersion`: see the header of the [Message structure](#) chapter.
- `generatedSignature`: the signature that is generated in step 3.

For example:

copy

```
'Signature: algorithm=rsa256, keyVersion=0,
signature=KrwDE9tAPJYBb4cUZU6ALJxGIZgwDXn5UkFPMip09n%2FkYKPhEIII%2Fki2i'
```

b. Add the signature string to the request header.

For example:

copy

```
-H 'Signature: algorithm=rsa256, keyVersion=0,
signature=KrwDE9tAPJYBb4cUZU6ALJxGIZgwDXn5UkFPMip09n%2FkYKPhEIII%2Fki2i'
```

Send a request

Construct a request by adding the `Client-Id`, `Request-Time`, and `Signature` fields to the request header. After a request is constructed, you can use common tools, like cURL or Postman to send the request. In the following example, cURL is used.

copy

```
curl -X POST \
  https://example.com/api/v2/payments/pay \
  -H 'Content-Type: application/json' \
  -H 'Client-Id: TEST_5X00000000000000' \
  -H 'Request-Time: 2019-05-28T12:12:12+08:00' \
  -H 'Signature: algorithm=rsa256, keyVersion=0,
signature=KrwDE9tAPJYBb4cUZU6ALJxGIZgwDXn5UkFPMip09n%2FkYKPhEIII%2Fki2i'
\
-d '{
  "order": {
    "orderId": "OrderID_0101010101",
    "orderDescription": "sample_order",
    "orderAmount": {
      "value": "100",
      "currency": "JPY"
    }
  },
  "paymentAmount": {
    "value": "100",
    "currency": "JPY"
  }
}'
```

```

    "currency":"JPY"
},
"paymentFactor": {
    "isInStorePayment": "true"
}
}'

```

Handle a response

After you receive a response, you need to validate the signature of the response. A response consists of response headers and the response body. For example:

- The response header sample

copy

```

Client-Id: 5X00000000000000
Response-Time: 2019-05-28T12:12:14+08:00
Signature: algorithm=RSA256, keyVersion=0,
signature=p9T2hXxIjek0U0Lw3fwlthNsV6ATaioIvu8X1uFx8a9tE87d2XEhqylnf0Kj:
GwwlDS3tsSenwnL0Ha6BsXbJvUHRC5qcVlNy50q%2FpNqx%2BKdwbw4eY7tZBDQhMKoaM\ 
Trace-Id: 0ba604b41558615600801371953814.0

```

- The response body sample

copy

```

{
"result": {
    "resultCode": "SUCCESS",
    "resultStatus": "S",
    "resultMessage": "success"
},
"paymentTime": "2019-05-28T12:12:13+08:00",
"paymentId": "1234567"
}

```

Validate a signature

1. Obtain the platform public key.
2. Construct the content to be validated (Content_To_Be_Validated).
3. Get the signature from the response header.
4. Validate the signature.

For details of each step, see the following examples.

Example

1. Obtain the platform public key

The Client-Id and KeyVersion properties can be obtained from the response header. Merchants send these properties to the wallet, based on which, the wallet returns the public key to the merchant.

2. Construct the content to be validated

Given the response body sample above, by complying with the Syntax of Content To Be Validated, construct the content to be validated (Content_To_Be_Validated) as follows:

copy

```
POST /api/v2/payments/pay
TEST_5X00000000000000.2019-05-28T12:12:14+08:00.{
  "result": {
    "resultCode": "SUCCESS",
    "resultStatus": "S",
    "resultMessage": "success"
  },
  "paymentTime": "2019-05-28T12:12:13+08:00",
  "paymentId": "1234567"
}
```

Syntax of Content_To_Be_Validated

copy

```
<HTTP_METHOD> <HTTP_URI>
<Client-Id>. <Response-Time>. <HTTP_BODY>
```

- Client-Id : identifies a client. You can get this field from the response header. For example
- TEST_5X00000000000000
- Response-Time: Indicates the time when a response is returned, as defined by ISO8601. Note: This field must be accurate to milliseconds. You can get this field from the response header.
- HTTP_BODY : Indicates the data body of the response.

3. Get the signature from the response header

The target signature string (target_signature) is extracted from Signature header of the response. For details about the response header, see the Message structure chapter.

copy

```
Signature: algorithm=RSA256, keyVersion=0, signature=
<target_signature>
```

4. Validate the signature

Use the `sha256withrsa_verify` method to validate the signature of a response.

Syntax of the `sha256withrsa_verify` method:

copy

```
sha256withrsa_verify(base64UrlDecode(<target_signature>),  
<Content_To_Be_Validated>, <serverPublicKey>)
```

- `target_signature` : the signature extracted from the response header, which is obtained from step 3.
- `Content_To_Be_Validated`: the content to be validated that is created from step 2.
- `serverPublicKey` : the platform public key that is obtained from step 1.

More information

[Message structure](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/call_api

Call an API via adding a signature {#call-an-api-via-adding-a-signature}

Last updated: 2021-05-09

Path: miniprogram_gcash

Call an API via adding a signature

2021-05-09 18:43

Before calling an API, signing a request is needed. After sending the request and obtaining the response, need to validate the response signature accordingly.

Sign a request

Procedure

1. Obtain your private key, represented by `privateKey`, which is used to sign a request.
2. Construct the content to be signed (`Content_To_Be_Signed`).

3. Calculate and generate the signature.
4. Add the generated signature to the request header.

For details of each step, see the following examples.

Example

1. Obtain your private key to sign the request

Get your private key ready, which is used to generate the signature later.

2. Construct the content to be signed

For example, a request has the following properties:

- **HTTP_URI** : for example, /api/v2/payments/pay
- **Client-Id** : TEST_5X00000000000000
- **Request-Time** : 2019-05-28T12:12:12+08:00
- **HTTP_BODY** : the body looks like the following format.

copy

```
{
  "order": {
    "orderId": "OrderID_0101010101",
    "orderDescription": "sample_order",
    "orderAmount": {
      "value": "100",
      "currency": "JPY"
    }
  },
  "paymentAmount": {
    "value": "100",
    "currency": "JPY"
  },
  "paymentFactor": {
    "isInStorePayment": "true"
  }
}
```

By complying with the [Syntax of Content To Be Signed](#), the content to be signed (Content_To_Be_Signed) is created as follows:

copy

```
POST /api/v2/payments/pay
TEST_5X00000000000000.2019-05-28T12:12:12+08:00.{
  "order": {
    "orderId": "OrderID_0101010101",
    "orderDescription": "sample_order",
    "orderAmount": {
```

```

        "value":"100",
        "currency":"JPY"
    }
},
"paymentAmount": {
    "value":"100",
    "currency":"JPY"
},
"paymentFactor": {
    "isInStorePayment": "true"
}
}

```

3. Calculate and generate the signature

Use the sha256withrsa method that involve the proper algorithm and private key to calculate and generate the signature.

copy

```
generatedSignature=base64UrlEncode(sha256withrsa(<Content_To_Be_Signed:<privateKey>))
```

- **Content_To_Be_Signed:** the content to be signed that is obtained in step 2.
- **privateKey :** the private key value that is obtained in step 1.
- **sha256withrsa :** the algorithm to use, RSA256.

For example, the generated signature generatedSignature looks as follows:

copy

```
KrwDE9tAPJYBb4cUZU6ALJxGIZgwDXn5UkFPMip09n%2FkYKPhEIII%2Fki2rYY2lPtuKV%2FjzRphoDbr0d8zYriukpGAxBQDIVbatGI7WY0cc9YVQwdCR6R0uRQvr%2FD1AfdhHd6w%w10W7Ti93LTd0tcyEWQYd2S7c3A73sH0JNYl8DC1PjasibozZ%2FADgb70NsqHo%2B8fKH%TGIRBQsvfgICnJhh%2BzXV8AQoecJBTrv6p%xxxx
```

4. Add the generated signature to the request header

a. Assemble a signature string as the following syntax.

copy

```
'Signature: algorithm=<algorithm>, keyVersion=<key-version>,  
signature=<generatedSignature>'
```

- **algorithm ,keyVersion :** see the header of the [Message structure](#) chapter.
- **generatedSignature :** the signature that is generated in step 3.

For example:

copy

```
'Signature: algorithm=RSA256, keyVersion=0,
signature=KrwDE9tAPJYBb4cUZU6ALJxGIZgwDXn5UkFPMip09n%2FkYKPhEIII%2Fki2I
```

b. Add the signature string to the request header.

For example:

copy

```
-H 'Signature: algorithm=RSA256, keyVersion=0,
signature=KrwDE9tAPJYBb4cUZU6ALJxGIZgwDXn5UkFPMip09n%2FkYKPhEIII%2Fki2I
```

Syntax of Content_To_Be_Signed

copy

```
<HTTP_METHOD> <HTTP_URI>
<Client-Id>.<Request-Time>.<HTTP_BODY>
```

- **HTTP_METHOD** : POST
- **HTTP_URI** : For example, if the HTTP URL is <https://example.com/api/v2/payments/pay>, this property is /api/v2/payments/pay.
- **Client-Id** : is used to identify a client, and is associated with the keys that are used for signature and encryption. You can get this field from the request header.
- **Request-Time**: Specifies the time when a request is sent, as defined by [RFC3339](#). Note: This field must be accurate to milliseconds. For example, 2019-05-28T12:12:12+08:00 . You can get this field from the request header.
- **HTTP_BODY** : the data body of a request.

Send a request

Construct a request by adding the Client-Id, Request-Time, and Signature fields to the request header. After a request is constructed, you can use common tools, like cURL or Postman to send the request. In the following example, cURL is used.

copy

```
curl -X POST \
  https://example.com/api/v2/payments/pay \
  -H 'Content-Type: application/json' \
  -H 'Client-Id: TEST_5X00000000000000' \
  -H 'Request-Time: 2019-05-28T12:12:12+08:00' \
  -H 'Signature: algorithm=RSA256, keyVersion=0,
signature=KrwDE9tAPJYBb4cUZU6ALJxGIZgwDXn5UkFPMip09n%2FkYKPhEIII%2Fki2I'
\
-d '{
  "order": {
    "orderId": "OrderID_01010101",
    "orderDescription": "sample_order",
```

```

    "orderAmount": {
        "value": "100",
        "currency": "JPY"
    },
    "paymentAmount": {
        "value": "100",
        "currency": "JPY"
    },
    "paymentFactor": {
        "isInStorePayment": "true"
    }
}

```

Handle a response

After you receive a response, you need to validate the signature of the response. A response consists of response headers and response body. For example:

- The response header sample

copy

```

Client-Id: 5X00000000000000
Response-Time: 2019-05-28T12:12:14+08:00
Signature: algorithm=RSA256, keyVersion=0,
signature=p9T2hXxIjek0U0Lw3fwlthNsV6ATaioIvu8X1uFx8a9tE87d2XEhqylnf0Kj:
GwwlDS3tsSenwnL0Ha6BsXbJvUHRC5qcVlNy50q%2FpNqx2%2BKdwbw4eY7tZBDQhMKoaM\ 
Trace-Id: 0ba604b41558615600801371953814.0

```

- The response body sample

copy

```

{
  "result": {
    "resultCode": "SUCCESS",
    "resultStatus": "S",
    "resultMessage": "success"
  },
  "paymentTime": "2019-05-28T12:12:13+08:00",
  "paymentId": "1234567"
}

```

Validate a signature

1. Obtain the platform public key.
2. Construct the content to be validated (Content_To_Be_Validated).
3. Get the signature from the response header.

4. Validate the signature.

For details of each step, see the following examples.

Example

1. Obtain the platform public key

The Client-Id and KeyVersion properties can be obtained from the response header. Merchants send these properties to the wallet, based on which, the wallet returns the public key to the merchant.

2. Construct the content to be validated

Given the response body sample above, by complying with the Syntax of Content To Be Validated, construct the content to be validated (Content_To_Be_Validated) as follows:

copy

```
POST /api/v2/payments/pay
TEST_5X00000000000000.2019-05-28T12:12:14+08:00.{
  "result": {
    "resultCode": "SUCCESS",
    "resultStatus": "S",
    "resultMessage": "success"
  },
  "paymentTime": "2019-05-28T12:12:13+08:00",
  "paymentId": "1234567"
}
```

3. Get the signature from the response header

The target signature string (`target_signature`) is extracted from `Signature` header of the response. For details about the response header, see the Message structure chapter.

copy

```
Signature: algorithm=RSA256, keyVersion=0, signature=
<target_signature>
```

4. Validate the signature

Use the `sha256withrsa_verify` method to validate the signature of a response.

Syntax of the `sha256withrsa_verify` method:

copy

```
sha256withrsa_verify(base64UrlDecode(<target_signature>),
<Content_To_Be_Validated>, <serverPublicKey>)
```

- `target_signature` : the signature extracted from the response header, which is obtained from step 3.
- `Content_To_Be_Validated`: the content to be validated that is created from step 2.
- `serverPublicKey` : the platform public key that is obtained from step 1.

Syntax of Content_To_Be_Validated

copy

```
<HTTP_METHOD> <HTTP_URI>
<Client-Id>.<Response-Time>.<HTTP_BODY>
```

- `Client-Id` : identifies a client. You can get this field from the response header. For example `TEST_5X00000000000000`
- `Response-Time`: Indicates the time when a response is returned, as defined by [RFC3339](#). Note: This field must be accurate to milliseconds. You can get this field from the response header.
- `HTTP_BODY` : Indicates the data body of the response.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/call_api

Capabilities {#capabilities}

Last updated: 2022-07-06

Path: miniprogram_gcash

Capabilities

2022-07-06 08:31

Capabilities are sets of JavaScript APIs (JSAPIs) and OpenAPIs that can work together to help merchants and ISV implement specific functions. For example, the payment capability is accomplished by the `my.tradePay` JSAPI and OpenAPIs such as `/{version}/payments/pay` and `/{version}/payments/notifyPayment`, where the version is v1 or v2.

Architecture overview

The calling process of JSAPIs and OpenAPIs is illustrated as below:

JSAPI

JSAPIs are available by default in the mini program container. You can call the existing JSAPIs from the mini program to use. When you call a JSAPI, it will interact between the wallet and the merchant or ISV backend server.

OpenAPI

ACL (Access Control List) OpenAPI standards are available. You can also use the standards of OpenAPIs and define the OpenAPIs. When you call an OpenAPI, it will interact between the wallet and the merchant or ISV backend server.

With a combination of JSAPIs and OpenAPIs, a set of capabilities can be defined. For example, you can see the following capabilities that are available by default:

- [User information capability](#)
- [Payment capability](#)
- For all OpenAPIs that support various capabilities, see [OpenAPIs for Merchants](#).

In addition, you can define your own features that are centrally managed in the workspace of the Mini Program Platform. You can select the JSAPIs that are available by default. For more information, see [Features](#).

More information

[JSAPIs](#)

[Open APIs](#)

[Using Mini Program Platform](#)

[Features](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/capabilities

Capabilities {#capabilities}

Last updated: 2021-05-10

Path: miniprogram_gcash

Capabilities

2021-05-10 03:43

Introduction

Capabilities are sets of Java Script APIs (JSAPIs) and Open APIs that can work together to help users to complete specific tasks. For example, the payment capability is accomplished by the `my.tradePay` JSAPI and open APIs such as `/{version}/payments/pay` and `/{version}/payments/notifyPayment`, where the version is like v1 or v2

Architecture Overview

JSAPIs are available by default in the mini program container. You can use the existing JSAPIs which can be called from mini program, through wallet native apps to the merchant/ISV back-end server.

ACL Open API standards are available. You can also use the standards of Open APIs and define the Open APIs, which can be interacted in the back-end servers between the wallet and the merchant/ISV.

With a combination of JSAPIs and Open APIs, a set of capabilities can be defined. For example, you can see the following capabilities that are available by default:

- [User Information Capability](#)
- [Payment Capability](#)
- For all Open APIs that support various capabilities, see [Open APIs for Merchants](#)

In addition, you can define your own features that are centrally managed in the workspace of the Mini Program Platform. You can select the JSAPIs that are available by default. For more information, see [Features](#).

More Information

[JSAPIs](#)

[Open APIs](#)

[Using Mini Program Platform](#)

[Features](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/capabilities

Card {#card}

Last updated: 2022-07-03

Path: miniprogram_gcash

Card

2022-07-03 18:44

Card.

Property	Description	Type	Required
thumb	Card thumbnail address.	String	No
title	Card title.	String	Yes
subTitle	Card subtitle.	String	No
footer	Footer text.	String	No
footerImg	Footer image address.	String	No
onCardClick	Callback when the card is clicked.	(info: Object) => void	No
info	Used to transfer data to the outside when the card is clicked.	String	No

Example

copy

```
{
  "defaultTitle": "AntUI Component Library",
  "usingComponents": {
    "card": "mini-antui/es/card/index"
  }
}
```

copy

```
<card
  thumb="{{thumb}}"
  title="Card Title"
  subTitle="Subtitle is not required"
  onClick="onCardClick"
  footer="Description"
  footerImg="{{footerImg}}"
  info="Click the card"
/>
```

copy

```
Page({
  data: {
    thumb: 'https://img.example.com/example.png',
    footerImg: 'https://img.example.com/example.png',
  },
  onCardClick: function(ev) {
    my.showToast({
      content: ev.info,
    });
  }
});
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_layout-navigation_card

Coding in the Editor {#coding-in-the-editor}

Last updated: 2022-07-03

Path: miniprogram_gcash

Coding in the Editor

2022-07-03 18:44

Defines the features when you code in the editor.

Feature

In addition to the basic editing functions, the Mini Program Studio provides you with the following functions that are specific to Mini Program:

- Realtime preview: You can preview your codes in the local simulator.
- Autocomplete: Your codes are automatically completedly.
- Syntax prompt/suggestions: You can also get suggestions on the syntax.

For more information, see the demos below:

Realtime Preview

Autocomplete

AXML Autocomplete

API Autocomplete

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/mini-program-studio_code

Collapse {#collapse}

Last updated: 2022-07-03

Path: miniprogram_gcash

Collapse

2022-07-03 18:44

Collapse/expand a content region.

- Group or hide complex region to keep the page clean and tidy.
- **Accordion mode** is a special collapse which allows opening just one content region.

Sample Code

copy

```
{  
    "defaultTitle": "Mini Program AntUI component library",  
    "usingComponents": {  
        "collapse": "mini-antui/es/collapse/index",  
        "collapse-item": "mini-antui/es/collapse/collapse-item/index"  
    }  
}
```

copy

```
<view>  
    <view class="demo-title">Basic usage</view>  
    <collapse  
        className="demo-collapse"  
        collapseKey="collapse1"  
        activeKey="{{['item-11', 'item-13']}}"  
        onChange="onChange"  
    >  
        <collapse-item header="Title 1" itemKey="item-11"  
        collapseKey="collapse1">  
            <view class="item-content content1">  
                <view>Content region</view>  
            </view>  
        </collapse-item>  
        <collapse-item header="Title 2" itemKey="item-12"  
        collapseKey="collapse1">  
            <view class="item-content content2">  
                <view>Content region</view>  
            </view>  
        </collapse-item>  
        <collapse-item header="Title 3" itemKey="item-13"  
        collapseKey="collapse1">  
            <view class="item-content content3">  
                <view>Content region</view>  
            </view>  
        </collapse-item>
```

```
</collapse>
<view class="demo-title">Accordion mode</view>
<collapse
  className="demo-collapse"
  collapseKey="collapse2"
  activeKey="{{{['item-21', 'item-23']}}}"
  onChange="onChange"
  accordion="{{true}}"
>
  <collapse-item header="Title 1" itemKey="item-21"
collapseKey="collapse2">
    <view class="item-content content1">
      <view>Content region</view>
    </view>
  </collapse-item>
  <collapse-item header="Title 2" itemKey="item-22"
collapseKey="collapse2">
    <view class="item-content content2">
      <view>Content region</view>
    </view>
  </collapse-item>
  <collapse-item header="Title 3" itemKey="item-23"
collapseKey="collapse2">
    <view class="item-content content3">
      <view>Content region</view>
    </view>
  </collapse-item>
</collapse>
</view>
```

copy

```
.item-content {
  padding: 14px 16px;
  font-size: 17px;
  color: #333;
  line-height: 24px;
}

.content1 {
  height: 200px;
}

.content2 {
  height: 50px;
}

.content3 {
  height: 100px;
}

.demo-title {
```

```

padding: 14px 16px;
color: #999;
}

.demo-collapse {
border-bottom: 1px solid #eee;
}

```

copy

```
Page({});
```

Attributes

	Property	Description	Type	Default
activeKey	Key of the active tab panel.	Array / String	None by default, or the first element by default in the accordion mode	onChange Callback for switching panel. (activeKeys: Array): void - accordion Accordion mode. Boolean false collapseKey Uniquely identifying the collapse and corresponding collapse-item. String false

Collapse-item

	Property	Description	Type	Default
itemKey	Corresponding activeKey.	String	Unique component identifier	header Header content of the panel. String - collapseKey Uniquely identifying the collapse and corresponding collapse-item. String false

When a page has multiple collapse components, the collapseKey attribute of the collapse and the corresponding collapse-item must be mandatory and equal. When a page has just one collapse component, the collapseKey is not mandatory.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_layout-navigationCollapse

Command-line interface {#command-line-interface}

Last updated: 2022-07-03

Path: miniprogram_gcash

Command-line interface

2022-07-03 18:44

The Command-line Interface (CLI) of the Alipay Plus Mini Program (APMP) is a tool that helps you to initialize, develop, and maintain your mini programs. It helps you to achieve cross-platform operation, preview on physical devices, initialize projects, and upload projects. Compared with IDE, CLI is more efficient as developers can use other code editing tools to improve mini program's development.

Overview

You can take an overview of CLI in the following table:

	Category	Description	Command	Description	Check versions
apmp -v	Check command-line descriptions	apmp -h	Workspace	Log in	apmp
login	log out	apmp logout	APP	Select the current app	apmp app select
				Initialize projects	apmp app create
				Preview apps	apmp app preview
				Upload apps	apmp app upload

Features

You can benefit from the following features:

- apmp login
- Check project information
- Set workspaces
- Select the current project
- Persistent login

Global installation

Sample code

copy

```
npm install apmp -g
```

Log in

Sample code

copy

```
# Input the username and password via command parameters
apmp login -u [username] -p [password] -w [workspaceId] -a [appId]

# Input the username and password via inquirer Q&A
apmp login
> username: [username]
```

```
> password: [password]
>
```

Parameters

Value	Name	Required
-u,--username	username	Yes
-p,--password	password	Yes
-w,--workspaceId	workspaceId	No
-a,--appId	appId	No

Log out

Log out, clear cache, and clear cookies.

Sample code

copy

```
apmp logout
```

Select the current app

Sample code

copy

```
apmp app select // use arrow key to move cursor
> app1:[app1]
> app2:[app2]
> app3:[app3]
```

Initialize projects

Sample code

copy

```
# Input app type and name via command parameters
apmp app create -t [mini-app] -n [appName]

# Input the app type and name via inquirer Q&A
apmp app create
- project type
> mini-app
- app name : [app name]
```

Parameters

||||||| --- | --- | --- | --- || **Name** | **Value** | **Required** | **Default Value** | **Remark** || -t, -type | type | No | None | Enum: mini-app || -n, --name | name | No | new-project | A new file will be generated according to the new project name. |

Preview apps

Sample code

copy

```
# Use the currently selected project
apmp app preview
```

Parameters

||||||| --- | --- | --- | --- || **Name** | **Value** | **Required** | **Default Value** | **Remark** || -a, -appId | appId | No | selectedCurrentAppId | You can obtain an appId in two ways:
 - Select an appId in the app list.
 - Obtain the currently selected appId If you have not selected an appId in the app list. || -w, --workspaceId | workspaceId | No | selectedCurrentWorkspaceId | You can obtain a workspaceId in two ways:
 - Select a workspaceId in the workspace list.
 - Obtain the currently selected workspaceId if you have not selected a workspaceId in the workspace list. || -p, -projectPath | projectPath | No | . | Use the current project path by default. |

Upload apps

Sample code

copy

```
# Use the currently selected project
apmp app upload
```

Parameters

||||||| --- | --- | --- | --- || **Name** | **Value** | **Required** | **Default Value** | **Remark** || -a, -appId | appId | No | selectedCurrentAppId | You can obtain an appId in two ways:
 - Select an appId in the app list.
 - Obtain the currently selected appId If you have not selected an appId in the app list. || -w, --workspaceId | workspaceId | No | selectedCurrentWorkspaceId | You can obtain a workspaceId in two ways:
 - Select a workspaceId in the workspace list.

- Obtain the currently selected workspaceId If you have not selected a workspaceId in the workspace list. || -p, --projectPath | projectPath | No | . | Use the current project path by default. || --nextVersion | nextVersion | No || specify upload version number. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/command-line

Compatibility {#compatibility}

Last updated: 2021-05-09

Path: miniprogram_gcash

Compatibility

2021-05-09 18:43

The component and API of Mini Program are improving and enriching, so some old sdk may not support the newly added abilities, so developers should handle the compatibility issue.

The `my.canIUse(String)` can help to detect whether the API, input parameter or returned value, component, property is supported in current version.

Handle Newly Added API

Following codes show how to handle compatibility issue for newly added API.

copy

```
if (my.getLocation) {
    my.getLocation();
} else {
    my.alert({
        title: 'Hint',
        content: 'The function is not supported, please upgrade App'
    });
}
```

Handle Newly Added Input Parameter of API

copy

```
if (my.canIUse('getLocation.object.type')) {
    // ...
} else {
```

```

        console.log('The parameter is not supported')
    }

```

Handle Newly Added Return Value of API

copy

```

if (my.canIUse('getSystemInfo.return.storage')) {
    // ...
} else {
    console.log('The returned value is not supported')
}

```

Handle Newly Added Property of Component

copy

```

Page({
  data: {
    canIUse: my.canIUse('button.open-type.share')
  }
})

```

copy

```

<button a:if="{{canIUse}}" open-type="share">Share</button>
<button a:else onTap="shareApp">Share Mini Program</button>

```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_compatibility

Compatibility {#compatibility}

Last updated: 2022-07-03

Path: miniprogram_gcash

Compatibility

2022-07-03 18:44

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copy

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if (my.canIUse('getLocation.object.type')) {
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}
```

Handle Newly Added Return Value of API

copy

```
if (my.canIUse('getSystemInfo.return.storage')) {
    // ...
} else {
    console.log('The returned value is not supported')
}
```

Handle Newly Added Property of Component

copy

```
Page({
    data: {
        canIUse: my.canIUse('button.open-type.share')
    }
})
```

copy

```
<button a:if="{{canIUse}}" open-type="share">Share</button>
<button a:else onTap="shareApp">Share Mini Program</button>
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_compatibility

Component Reference {#component-reference}

Last updated: 2021-05-09

Path: miniprogram_gcash

Component Reference

2021-05-09 18:43

View Container

||||---|---|| **Component Name** | **Function Description** || view | View container. || swiper | Swiper view container. || scroll-view | Scroll view region. || movable-view | Movable view. || movable-area | Area for movable view. |

Basic Content

||||---|---|| **Component Name** | **Function Description** || text | Text. || icon | Icon. || progress | Progress bar. |

Form Component

||||---|---|| **Component Name** | **Function Description** || button | Button. || form | Form. || label | Label. || input | Input box. || textarea | Multi-row input box. || radio | Radio selector. || checkbox | Multiple selector. || switch | Switch. || slider | Sliding selector. || picker-view | Scroll selector embedded in the page. || picker | Scroll selector popping up from the bottom. |

Navigator

||||---|---|| **Component Name** | **Function Description** || navigator | Page link. |

Multimedia

||||---|---|| **Component Name** | **Function Description** || image | Image. |

Canvas

||||---|---|| **Component Name** | **Function Description** || canvas | Canvas. |

Open

||||---|---|| **Component Name** | **Function Description** || web-view | The component that runs the web page. |

Experience Mini Program

Developers can use the Android Demo App to scan the QR code shown in the component documents.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_component-reference

Component Reference {#component-reference}

Last updated: 2022-07-03

Path: miniprogram_gcash

Component Reference

2022-07-03 18:44

View Container

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Navigator

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Multimedia

||||---|---|| **Component Name** | **Function Description** || image | Image. |

Canvas

||||---|---|| **Component Name** | **Function Description** || canvas | Canvas. |

Open

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Experience Mini Program

Developers can use the [Android Demo App](#) to scan the QR code shown in the component documents.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_component-reference

Condition Rendering {#condition-rendering}

Last updated: 2022-07-03

Path: miniprogram_gcash

Condition Rendering

2022-07-03 18:44

a:if

In an axml, a:if="{{condition}}" is used to tell whether a code block is to be rendered.

copy

```
<view a:if="{{condition}}> True </view>
```

Besides, a:elif and a:else can be used to add an else branch.

copy

```
<view a:if="{{length > 5}}> 1 </view>
<view a:elif="{{length > 2}}> 2 </view>
<view a:else> 3 </view>
```

block a:if

Because a:if is a control attribute, and can only be used in one component. For conditional rendering of multiple components at once, an **block** component can be used to contain those components, and add one a:if to control.

copy

```
<block a:if="{{true}}>
  <view> view1 </view>
  <view> view2 </view>
</block>
```

Note: <Block/> is not a component but just a packaging element. It does not render anything in the page but accepts control attribute only.

Compare a:if with hidden

- The template in a:if may contain data binding. So, when the a:if condition value changes, the framework has a process of local rendering which is used to ensure destroy or re-render in case of the change. In addition, when the initial render condition is false, the a:if does not trigger any render action, and starts local rendering when the condition turns true for the first time.
- The hidden controls show/hide, but the component is always rendered.

Generally, the a:if has a higher overhead when frequently toggled, while the hidden has a higher initial rendering overhead. As a result, hidden is better for frequent toggles. If the running conditions do not toggle much, a:if is preferred.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_axml-reference_condition-rendering

Condition Rendering {#condition-rendering}

Last updated: 2021-05-09

Path: miniprogram_gcash

Condition Rendering

2021-05-09 18:43

a:if

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copy

```
<view a:if="{{condition}}> True </view>
```

Besides, a:elif and a:else can be used to add an else branch.

copy

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<view a:elif="{{length > 2}}> 2 </view>
<view a:else> 3 </view>
```

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copy

```
<block a:if="{{true}}>
  <view> view1 </view>
  <view> view2 </view>
</block>
```

Note: <Block/> is not a component but just a packaging element. It does not render anything in the page but accepts control attribute only.

Compare a:if with hidden

- The template in `a:if` may contain data binding. So, when the `a:if` condition value changes, the framework has a process of local rendering which is used to ensure destroy or re-render in case of the change. In addition, when the initial render condition is false, the `a:if` does not trigger any render action, and starts local rendering when the condition turns true for the first time.
 - The hidden controls show/hide, but the component is always rendered.

Generally, the `a:if` has a higher overhead when frequently toggled, while the `hidden` has a higher initial rendering overhead. As a result, `hidden` is better for frequent toggles. If the running conditions do not toggle much, `a:if` is preferred.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_axml-reference-condition-rendering

Constructor {#constructor}

Last updated: 2021-05-10

Path: miniprogram_gcash

Constructor

2021-05-10 03:43

Constructor

Parameter Description

		Parameter	Type	Required	Description	data Object No
--- --- --- ---		Component internal status.	props Object No	Set default for incoming data.		
		onInit	Function No	Component lifecycle function, trigger on component creation.		
		deriveDataFromProps	Function No	Component lifecycle function, trigger on component creation and update.	didMount	Function No Component lifecycle function, trigger on component creation completion.
				didUpdate	Function No	Component lifecycle function, trigger on component update completion.
				didUnmount	Function No	Component lifecycle function, trigger on component deletion.
				mixins	Array No	Code reuse mechanism between components.
				methods	Object No	Component method, can be event response function or any customized method.

Sample Code

.js sample code:

copy

```
Component({
  mixins:[{ didMount() {}, }],
  data: {y:2},
  props:{x:1},
  didUpdate(prevProps,prevData){},
  didUnmount(),
  methods:{
    onMyClick(ev){
      my.alert({});
      this.props.onXX({ ...ev, e2:1});
    },
  },
})
```

Component Instance Attribute List

Parameter Description

||||| --- | --- | --- || **Property** | **Type** | **Description** || data | Object | Component internal data. || props | Object | Incoming component attribute. || is | String | Component path. || \$page | Object | Component page instance. || \$id | Number | Component id, can render value in component axml. |

Sample Code

js sample code:

copy

```
// /components/xx/index.js
Component({
  didMount(){
    this.$page.xxCom = this; // this operation can load the component
    instance to the belonging page instance
    console.log(this.is);
    console.log(this.$page);
    console.log(this.$id);
  }
});
```

axml sample code:

copy

```
<!-- /components/xx/index.axml component id can directly render value
in component axml -->
<view>{{$id}}</view>
```

json sample code:

copy

```
// /pages/index/index.json
{
  "usingComponents": {
    "xx": "/components/xx/index"
  }
}
```

js sample code:

copy

```
Page({
  onReady() {
    console.log(this.xxCom); // can access all loaded components
    loaded onto the current page
  },
})
```

When the component is rendered on the page, execute the didMount callback, and the console has the following output:

copy

```
/components/xx/index
{$viewId: 51, route: "pages/index/index"}
1
```

Component Instance Method List

--- --- ---	Method name	Parameter	Description	setData	Object	
Setting data triggers view rendering.	\$spliceData	Object	Setting data triggers view rendering.			

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_custom-component_create-custom-component_constructor

Constructor `{#constructor}`

Last updated: 2022-07-03

Path: miniprogram_gcash

Constructor

2022-07-03 18:44

Constructor

Parameter Description

||||| --- | --- | --- | --- || **Parameter** | **Type** | **Required** | **Description** || data | Object | No
 || Component internal status. || props | Object | No | Set default for incoming data. ||
 || onInit | Function | No | Component lifecycle function, trigger on component creation. ||
 || deriveDataFromProps | Function | No | Component lifecycle function, trigger on
 || component creation and update. || didMount | Function | No | Component lifecycle
	function, trigger on component creation completion.		didUpdate	Function	No		
	Component lifecycle function, trigger on component update completion.		didUnmount				
	Function	No	Component lifecycle function, trigger on component deletion.		mixins		
	Array	No	Code reuse mechanism between components.		methods	Object	No
	Component method, can be event response function or any customized method.						

Sample Code

js sample code:

copy

```
Component({
  mixins:[{ didMount() {}}, ],
  data: {y:2},
  props:{x:1},
  didUpdate(prevProps,prevData){},
  didUnmount(){},
  methods:{
    onMyClick(ev){
      my.alert({});
      this.props.onXX({ ...ev, e2:1});
    },
  },
})
```

Component Instance Attribute List

Parameter Description

||||| --- | --- | --- | --- || **Property** | **Type** | **Description** || data | Object | Component internal
 data. || props | Object | Incoming component attribute. || is | String | Component path. ||
 \$page | Object | Component page instance. || \$id | Number | Component id, can render
 value in component axml. |

Sample Code

js sample code:

copy

```
// /components/xx/index.js
Component({
  componentDidMount() {
    this.$page.xxCom = this; // this operation can load the component
    instance to the belonging page instance
    console.log(this.is);
    console.log(this.$page);
    console.log(this.$id);
  }
});
```

axml sample code:

copy

```
<!-- /components/xx/index.axml component id can directly render value
in component axml -->
<view>{$id}</view>
```

json sample code:

copy

```
// /pages/index/index.json
{
  "usingComponents": {
    "xx": "/components/xx/index"
  }
}
```

js sample code:

copy

```
Page({
  onReady() {
    console.log(this.xxCom); // can access all loaded components
    loaded onto the current page
  },
})
```

When the component is rendered on the page, execute the didMount callback, and the console has the following output:

copy

```
/components/xx/index
{$viewId: 51, route: "pages/index/index"}
1
```

Component Instance Method List

```
||||| --- | --- | --- || Method name | Parameter | Description || setData | Object |
Setting data triggers view rendering. || $spliceData | Object | Setting data triggers view
rendering. |
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_custom-component_create-custom-component_constructor

Container {#container}

Last updated: 2022-07-03

Path: miniprogram_gcash

Container

2022-07-03 18:44

You can use the container component to make the style of all elements in the container more consistent, such as margins between elements.

Sample code

See the sample codes in different languages:

.json

copy

```
{
  "defaultTitle": "Container",
  "usingComponents": {
    "container": "mini-ali-ui/es/container/index",
    "title": "mini-ali-ui/es/title/index"
  }
}
```

.axml

copy

```
<view className="container">
  <container className="container-item">
```

```
        title="Customized title"
        thumb="https://img.alicdn.com/tafs/TB1Go8lh9R26e4jSZFEXXbwuXXa-84-
84.png"
        onActionTap="titleClick"
    >
        <view slot="operation" style="color: red;">is slot</view>
        <view class="item">The container component's own title properties.
If the icon property is not specified, you can insert a slot named
operation.</view>
    </container>

    <container className="container-item"
        title="Title with an arrow"
        icon="arrow"
        thumb="https://img.alicdn.com/tafs/TB1Q19sTNv1gK0jSZFFXXb0sXXa-112-
112.png"
        onActionTap="titleClick"
    >
        <view class="item">The container component's own title
properties</view>
    </container>

    <container className="container-item"
        title="Title with a close icon"
        icon="close"
        thumb="https://img.alicdn.com/tafs/TB1Go8lh9R26e4jSZFEXXbwuXXa-84-
84.png"
        onActionTap="titleClick"
    >
        <view class="item">The container component's own title
properties</view>
    </container>

    <container className="container-item"
        title="Title with a more icon"
        icon="more"
        thumb="https://img.alicdn.com/tafs/TB1Q19sTNv1gK0jSZFFXXb0sXXa-112-
112.png"
        onActionTap="titleClick"
    >
        <view class="item">The container component's own title
properties</view>
    </container>

    <container className="container-item"
        title="Title without icon"
        thumb="https://img.alicdn.com/tafs/TB1Go8lh9R26e4jSZFEXXbwuXXa-84-
84.png"
        onActionTap="titleClick"
    >
        <view class="item">The container component's own title
```

```

properties</view>
  </container>
</view>

<view className="container">
  <container className="container-item">
    <view class="item">a1</view>
  </container>
  <container className="container-item">
    <view class="item">b1</view>
    <view class="item">b2</view>
  </container>
  <container className="container-item">
    <title slot="header" hasLine="true" showIcon="true"
iconURL="https://example.com/mdn/miniProgram_median/afts/img/A*wiFYTo!
without onActionType</title>
    <view class="item">c1</view>
    <view class="item">c2</view>
    <view class="item">c3</view>
    <view slot="footer" class="footer" style="padding-left:
12px;">Bottom display area</view>
  </container>
  <container className="container-item">
    <title slot="header">slide</title>
    <swiper indicator-dots="{{true}}" class="item">
      <block a:for="{{['#0abc80', '#00b7f4']}}">
        <swiper-item>
          <view style="background-color:
{{item}};width:100%;height:300rpx;border-radius:16rpx;">
            </swiper-item>
        </block>
      </swiper>
    </container>
    <container className="container-item" type="onewithtwo">
      <view class="grid-item" style ="height: 300rpx;">
slot="first">first</view>
      <view class="grid-item" slot="second">second</view>
      <view class="grid-item" slot="third">third</view>
    </container>
  </view>

```

.js

copy

```

Page({
  data: {},
  onLoad() {},
  titleClick() {
    my.alert({
      title: 'onActionTap callback',

```

```

        content: 'Click the operation area after the title',
    });
},
});

```

.acss

copy

```

.container {
    background: #F5F5F5;
    padding: 24rpx;
    height: 100%;
}

.container-item {
    margin-bottom: 24rpx;
}

.footer {
    color: #333;
    margin-top: 24rpx;
}

.item {
    background: #eeeeee;
    text-align: center;
    height: 200rpx;
    padding-top: 20rpx;
}

.grid-item {
    background: #eeeeee;
    text-align: center;
}

```

Parameters

||||| --- | --- | --- || **Property** | **Type** | **Description** || type | String | Layout type of container. Valid values are:

- **line**
- **onewithtwo**

The default value is **line**. When the value is **line**, all elements are equally divided into multiple rows or columns. || className | String | Customized style name. || title | String | Title name. The **title** component can be used if this property is specified. || thumb | String | URL of the icon in title. || icon | String | Icon on the right side of title. Valid values are:

- **arrow**
- **close**
- **more** || onActionTap | EventHandle | The event that is triggered when users tap the icon on the right of title. The default value is () => {}.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_layout_container

Copy of PickerItem {#copy-of-pickeritem}

Last updated: 2022-07-03

Path: miniprogram_gcash

Copy of PickerItem

2022-07-03 18:44

Selection input.

Sample Code

copy

```
// API-DEMO page/component/input-item/input-item.json
{
  "defaultTitle": "Mini Program AntUI component library",
  "usingComponents": {
    "list": "mini-antui/es/list/index",
    "list-item": "mini-antui/es/list/list-item/index",
    "input-item": "mini-antui/es/input-item/index",
    "picker-item": "mini-antui/es/picker-item/index"
  }
}
```

copy

```
<!-- API-DEMO page/component/input-item/input-item.axml -->
<view>
  <view style="margin-top: 10px;" />
  <list>
    <input-item
      data-field="cardNo"
      clear="{{true}}"
      value="{{cardNo}}"
      className="dadada"
      placeholder="Bank card number"
      focus="{{inputFocus}}"
      onInput="onItemInput"
      onFocus="onItemFocus"
      onBlur="onItemBlur"
```

```

        onConfirm="onItemConfirm"
        onClear="onClear"
      >
        Card number
        <view slot="extra" class="extra" onTap="onExtraTap"></view>
      </input-item>
      <picker-item
        data-field="bank"
        placeholder="Select issuing bank"
        value="{{bank}}"
        onPickerTap="onPickerTap"
      >
        Issuing bank
      </picker-item>
      <input-item
        data-field="name"
        placeholder="Name"
        type="text"
        value="{{name}}"
        clear="{{true}}"
        onInput="onItemInput"
        onClear="onClear"
      >
        Name
      </input-item>
      <input-item
        data-field="password"
        placeholder="Password"
        password
      >
        Password
      </input-item>
      <input-item
        data-field="remark"
        placeholder="Remarks"
        last="{{true}}"
      />
    </list>
    <view style="margin: 10px;">
      <button type="primary" onTap="onAutoFocus">Focus</button>
    </view>
  </view>

```

copy

```
// API-DEMO page/component/input-item/input-item.js
const banks = ['Mybank', 'CCB', 'ICBC', 'SPDB']
```

```
Page({
  data: {
    cardNo: '1234****',
    inputFocus: true,
```

```
        bank: '',
        name: '',
    },
    onAutoFocus() {
        this.setData({
            inputFocus: true,
        });
    },
    onExtraTap() {
        my.alert({
            content: 'extra tapped',
        });
    },
    onItemInput(e) {
        this.setData({
            [e.target.dataset.field]: e.detail.value,
        });
    },
    onItemFocus() {
        this.setData({
            inputFocus: false,
        });
    },
    onItemBlur() {},
    onItemConfirm() {},
    onClear(e) {
        this.setData({
            [e.target.dataset.field]: '',
        });
    },
    onPickerTap() {
        my.showActionSheet({
            title: 'Select issuing bank',
            items: banks,
            success: (res) => {
                this.setData({
                    bank: banks[res.index],
                });
            },
        });
    },
});
```

copy

```
/* API-DEMO page/component/input-item/input-item.acss */
.extra {
    background-image: url('https://img.example.com/example.svg');
    background-size: contain;
    background-repeat: no-repeat;
    background-position: right center;
    opacity: 0.2;
```

```

height: 20px;
width: 20px;
padding-left: 10px;
}

```

Attributes

	Property	Description	Type	Default
Customized class.	String	-	labelCls	Customized label class.
Customized selection region class.	String	-	last	Is the last row or not.
false	Boolean		value	Initial contents.
Initial contents.	String	-	name	Component name, used for getting data via form submission.
Placeholder.	String	-	placeholder	Placeholder.
Trigger on clicking pickeritem.	(e: Object) => void	-	onPickerTap	

Slots

	slotname	Description	Required	extra	Used to render the description right to picker-item.
No					

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/rxggbgz

Coupon {#coupon}

Last updated: 2022-07-03

Path: miniprogram_gcash

Coupon

2022-07-03 18:44

You can use the coupon component to display the coupon, red packet, and ticket that can be redeemed by users.

Sample code

See the sample codes in different languages:

.json

copy

{

```
"defaultTitle": "Coupon",  
  
"usingComponents": {  
  
    "coupon": "mini-ali-ui/es/coupon/index",  
  
    "button": "mini-ali-ui/es/button/index",  
  
    "am-checkbox": "mini-ali-ui/es/am-checkbox/index",  
  
    "stepper": "mini-ali-ui/es/stepper/index"  
  
}  
  
}
```

.axml

copy

```
<view style="margin-top: 10px;"></view>
```

```
<view>
```

```
    <coupon title="coupon title1"  
            onCouponClick="onCouponClick"  
            thumb="{{thumb}}">
```

```
    </coupon>
```

```
</view>
```

```
<view>
```

```
    <coupon title="coupon title2"  
            subtitle="coupon subtitle"  
            onCouponClick="onCouponClick"  
            thumb="{{thumb}}">
```

```
    </coupon>
```

```
</view>
```

```
<view>
```

```
    <coupon title="coupon title3"
```

```
        subtitle="coupon subtitle"
        used="{{true}}"
        onCouponClick="onCouponClick"
        thumb="{{thumb}}>
<view slot="date">Valid period 2020.02.14–2020.02.29</view>
<view slot="detail" class="coupon_rule">
    <text>1. Rule details </text>
    <text>2. Rule details </text>
</view>
</coupon>
</view>
<view>
<coupon title="coupon title4"
        subtitle="coupon subtitle"
        onCouponClick="onCouponClick"
        thumb="{{thumb}}>
<view slot="category" class="categoryDemo">
    <text class="price">50</text><text class="unit">CNY Yuan</text>
<text class="type">money off coupon</text>
</view>
<button shape="capsule" slot="action" onTap="onButtonTap"
        type="ghost">Use immediately</button>
<view slot="date">Valid period 2020.02.14–2020.02.29</view>
<view slot="detail" class="coupon_rule">
    <text>1. Rule details </text>
    <text>2. Rule details </text>
```

```
</view>

</coupon>

</view>

<view>

<coupon title="coupon title5"
        subtitle="coupon subtitle"
        onClick="onCouponClick"
        extra="{{false}}"
        thumb="{{thumb}}>

    <button shape="capsule" slot="action" onTap="onButtonTap"
type="ghost">Use immediately</button>

    <view slot="date">Valid period 2020.02.14–2020.02.29</view>

    <view slot="detail" class="coupon_rule">

        <text>1. Rule details </text>

        <text>2. Rule details </text>

    </view>

</coupon>

</view>

<view>

<coupon title="coupon title6"
        subtitle="coupon subtitle"
        onClick="onCouponClick"
        thumb="{{thumb}}"

    >

    <button shape="capsule" slot="action" onTap="onButtonTap"
type="ghost">Use immediately</button>

</coupon>
```

```
</view>

<view>

<coupon title="coupon title7"
        subtitle="coupon subtitle"
        moreBtn="see more"
        moreHide="{{false}}"
        onClick="onCouponClick"
        thumb="{{thumb}}>

    <button shape="capsule" slot="action" onTap="onButtonTap"
type="primary">Use immediately</button>

    <view slot="date">Validity 2020.02.14–2020.02.29</view>

    <view slot="detail" class="coupon_rule">

        <text>1. Rule details </text>

        <text>2. Rule details </text>

    </view>

</coupon>

</view>

<view>

<coupon title="coupon title8"
        subtitle="coupon subtitle"
        onClick="onCouponClick"
        thumb="{{thumb}}>

    <am-checkbox slot="action" onTap="onButtonTap" />

</coupon>

</view>

<view>
```

```
<coupon title="coupon title9"  
        subtitle="coupon subtitle"  
        onCouponClick="onCouponClick"  
        thumb="{{thumb}}>  
  
    <stepper  
        slot="action"  
        step="{{1}}"  
        showNumber  
        min="{{2}}"  
    />  
  
  </coupon>  
  
</view>  
  
<view style="margin-top: 50px;"></view>
```

.js

copy

```
Page({  
  data: {  
    thumb: 'https://example.com/mdn/rms_ce4c6f/afts/img/A*b-  
kqQ4RZgsYAAAAAAAABkARQnAQ',  
  },  
  onCouponClick(e) {  
    if (e.currentTarget.dataset.used) {  
      return false;  
    } else {  
      my.alert({  
        content: 'available coupons, The coupon clicks the event',  
      });  
    }  
  },  
  onButtonTap() {  
    my.alert({  
      content: 'The capsule button clicks the event',  
    });  
  },  
});
```

.acss

copy

```
.container {  
    padding-bottom: 50px;  
}  
  
.coupon_rule text {  
    display: block;  
    margin-bottom: 8rpx;  
}  
  
/* the style of rights and interests content on the left  
slot="category" */  
  
.categoryDemo {  
    display: flex;  
    flex-wrap: wrap;  
    justify-content: center;  
    align-content: center;  
    align-items: baseline;  
    align-self: flex-start;  
}  
  
.categoryDemo .price {  
    font-size: 60rpx;  
    color: #FF6010;  
}  
  
.categoryDemo .unit {  
    padding-left: 4rpx;  
    font-weight: bold;
```

```

font-size: 26rpx;

color: #FF6010;

}

.categoryDemo .type {

flex: 1 1 100%;

text-align: center;

font-size: 22rpx;

color: #999;

}

```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || thumb | String | No
 || URL of the coupon thumbnail image. || title | String | Yes | Coupon title. || subTitle |
 String | No | Coupon subtitle. || onCouponClick | Function | No | The event that is
 triggered when uses tap the coupon. || extra | Boolean | No | An indicator of whether to
 display the coupon extended information on the left. The default value is true. ||
 moreBtn | String | No | The clickable text. After clicking the text, users can view rules on
 how use the coupon in detail. The default value is More. || moreHide | Boolean | No | An
 indicator of whether to display the rules on how use the coupon in detail. The default
 value is true. || used | Boolean | No | An indicator of whether the coupon is valid. The
 default value is false. |

slots

|||| --- | --- || **Slot name** | **Description** || action | The slot on the right side of the coupon.
 After clicking the slot, users can use the coupon. || date | The slot for the expiry time of
 the coupon. || detail | The slot that is used to display rules on how to use the coupon in
 detail. || category | The slot on the left of the coupon, which is used to display the coupon
 type. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_layout_coupon

Create mini programs {#create-mini-programs}

Last updated: 2022-07-07

Path: miniprogram_gcash

Create mini programs

2022-07-07 17:08

This topic describes the steps of the task to create a mini program.

Procedures

To create a mini program, you can follow the corresponding steps as below:

Step 1: Log in to the console

Open the [Mini Program Platform portal](#) and click **CONSOLE** or **SIGN IN**.

Enter the email and password that have been registered. Click **Sign In** to enter Mini Program Console.

Step 2: Choose a workspace

Choose the workspace that you want to create a mini program.

Step 3: Enter information

Click **Mini Program** on the navigation panel to the left. Then, click **+ Create Mini Program** to create a new mini program.

Note: Only workspace admin can see the mini program source such as wallet, merchant, and Alipay+.

Choose the mini program type based on your needs. The platform supports two types of mini programs:

- **DSL(Default)**: Native mini programs
- **HTML5-based**: HTML 5 mini programs

For more information about how to create HTML 5 mini programs, see [How to transform an HTML 5 mobile app to an HTML 5 mini program](#).

After that, enter the mini program information according to requirements and prompt on the right panel and click **Create**.

Now you have completed creating a mini program.

Next steps

[Add mini program members](#)

[Upload mini programs](#)

[Configure mini programs](#)

[Release mini programs](#)

[Generate QR codes](#)

[Remove mini programs](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/create

Data Binding {#data-binding}

Last updated: 2022-07-04

Path: miniprogram_gcash

Data Binding

2022-07-04 03:44

The dynamic data in AXML is bound with the data content in Page.

Simple Binding

The Mustache syntax is used to package variable with two pairs of braces ({{ }}). It can be used in various syntax scenarios.

Contents

copy

```
<view> {{ message }} </view>
```

copy

```
Page({
  data: {
    message: 'Hello!',
  },
});
```

Component Attribute

Component attributes need to be packaged with double quotation marks ("").

copy

```
<view id="item-{{id}}> </view>
```

copy

```
Page({
  data: {
    id: 0,
  },
});
```

Control Attribute

Control attributes need to be packaged with double quotation marks ("").

copy

```
<view a:if="{{condition}}> </view>
```

copy

```
Page({
  data: {
    condition: true,
  },
});
```

Keywords

The keywords need to be packaged with double quotation marks ("").

- True: boolean true
- False: boolean false

copy

```
<checkbox checked="{{false}}> </checkbox>
```

Note: Do not code directly `checked="false"`. The operation result is a string, and becomes the true value when converted into boolean type.

Operation

Simple operation can be packaged with two pairs of braces ({{ }}). The following operations are supported:

Ternary Operation

copy

```
<view hidden="{{flag ? true : false}}> Hidden </view>
```

Arithmetic Operation

copy

```
<view> {{a + b}} + {{c}} + d </view>
Page({
  data: {
    a: 1,
    b: 2,
    c: 3,
  },
});
```

Page output content is 3 + 3 + d

Logic Judgment

copy

```
<view a:if="{{length > 5}}> </view>
```

String Operation

copy

```
<view>{{"hello" + name}}</view>
```

copy

```
Page({
  data:{
    name: 'Mini Program',
  },
});
```

Data Path Operation

copy

```
<view>{{object.key}} {{array[0]}}</view>
```

copy

```
Page({
  data: {
    object: {
      key: 'Hello ',
    },
    array: ['Mini Program'],
  },
});
```

Combine

The combination can be done directly in the Mustache syntax to make up a new object or array.

Array

copy

```
<view a:for="{{[zero, 1, 2, 3, 4]}}"> {{item}} </view>
Page({
  data: {
    zero: 0,
  },
});
```

Finally combined into array [0, 1, 2, 3, 4]

Object

copy

```
<template is="objectCombine" data="{{foo: a, bar: b}}"></template>
Page({
  data: {
    a: 1,
    b: 2,
  },
});
```

Finally combined into object {foo: 1, bar: 2}.

Destructuring operator ... can be used to expand an object:

copy

```
<template is="objectCombine" data="{{...obj1, ...obj2, e: 5}}">
</template>
```

copy

```
Page({
  data: {
    obj1: {
      a: 1,
      b: 2,
    },
    obj2: {
      c: 3,
      d: 4,
    },
  },
});
```

```
},
});
```

Finally combined into object {a: 1, b: 2, c: 3, d: 4, e: 5}.

If the object key and value are the same, the indirect expression is as below:

copy

```
<template is="objectCombine" data="{{foo, bar}}"></template>
Page({
  data: {
    foo: 'my-foo',
    bar: 'my-bar',
  },
});
```

Finally combined into object {foo: 'my-foo', bar: 'my-bar'}

Note: The above methods can be combined randomly. When the variable names are the same, however, the latter overrides the former. For example:

copy

```
Page({
  data: {
    obj1: {
      a: 1,
      b: 2,
    },
    obj2: {
      b: 3,
      c: 4,
    },
    a: 5,
  },
});
```

Finally combined into object {a: 5, b: 3, c: 6}.

FAQ

Q: How to clear the data when jumping to a new page?

A: The data can not be cleared, you can override the data when jumping.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_axml-reference_data-binding

Data Binding {#data-binding}

Last updated: 2021-05-09

Path: miniprogram_gcash

Data Binding

2021-05-09 18:43

The dynamic data in AXML is bound with the **data** content in **Page**.

Simple Binding

The Mustache syntax is used to package variable with two pairs of braces ({{ }}). It can be used in various syntax scenarios.

Contents

copy

```
<view> {{ message }} </view>
```

copy

```
Page({  
    data: {  
        message: 'Hello!',  
    },  
});
```

Component Attribute

Component attributes need to be packaged with double quotation marks ("").

copy

```
<view id="item-{{id}}> </view>
```

copy

```
Page({  
    data: {  
        id: 0,  
    },  
});
```

Control Attribute

Control attributes need to be packaged with double quotation marks ("").

copy

```
<view a:if="{{condition}}> </view>
```

copy

```
Page({
  data: {
    condition: true,
  },
});
```

Keywords

The keywords need to be packaged with double quotation marks ("").

- True: boolean true
- False: boolean false

copy

```
<checkbox checked="{{false}}> </checkbox>
```

Note: Do not code directly `checked="false"`. The operation result is a string, and becomes the true value when converted into boolean type.

Operation

Simple operation can be packaged with two pairs of braces ({{ }}). The following operations are supported:

Ternary Operation

copy

```
<view hidden="{{flag ? true : false}}> Hidden </view>
```

Arithmetic Operation

copy

```
<view> {{a + b}} + {{c}} + d </view>
```

```
Page({
  data: {
    a: 1,
    b: 2,
```

```
c: 3,
},
});
```

Page output content is 3 + 3 + d

Logic Judgment

copy

```
<view a:if="{{length > 5}}> </view>
```

String Operation

copy

```
<view>{{"hello" + name}}</view>
```

copy

```
Page({
  data:{
    name: 'Mini Program',
  },
});
```

Data Path Operation

copy

```
<view>{{object.key}} {{array[0]}}</view>
```

copy

```
Page({
  data: {
    object: {
      key: 'Hello ',
    },
    array: ['Mini Program'],
  },
});
```

Combine

The combination can be done directly in the Mustache syntax to make up a new object or array.

Array

copy

```
<view a:for="{{[zero, 1, 2, 3, 4]}}"> {{item}} </view>
Page({
  data: {
    zero: 0,
  },
});
```

Finally combined into array [0, 1, 2, 3, 4]

Object

copy

```
<template is="objectCombine" data="{{foo: a, bar: b}}></template>
Page({
  data: {
    a: 1,
    b: 2,
  },
});
```

Finally combined into object {foo: 1, bar: 2}.

Destructuring operator ... can be used to expand an object:

copy

```
<template is="objectCombine" data="{{...obj1, ...obj2, e: 5}}>
</template>
```

copy

```
Page({
  data: {
    obj1: {
      a: 1,
      b: 2,
    },
    obj2: {
      c: 3,
      d: 4,
    },
  },
});
```

Finally combined into object {a: 1, b: 2, c: 3, d: 4, e: 5}.

If the object key and value are the same, the indirect expression is as below:

copy

```
<template is="objectCombine" data="{{foo, bar}}"></template>
Page({
  data: {
    foo: 'my-foo',
    bar: 'my-bar',
  },
});
```

Finally combined into object {foo: 'my-foo', bar: 'my-bar'}

Note: The above methods can be combined randomly. When the variable names are the same, however, the latter overrides the former. For example:

copy

```
Page({
  data: {
    obj1: {
      a: 1,
      b: 2,
    },
    obj2: {
      b: 3,
      c: 4,
    },
    a: 5,
  },
});
```

Finally combined into object {a: 5, b: 3, c: 6}.

FAQ

Q: How to clear the data when jumping to a new page?

A: The data can not be cleared, you can override the data when jumping.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_axml-reference_data-binding

Data Reporting by Self-Defined Actions {#data-reporting-by-self-defined-actions}

Last updated: 2022-07-07

Path: miniprogram_gcash

Data Reporting by Self-Defined Actions

2022-07-07 17:08

This topic introduces data reporting by self-defined actions. With this method, you can define the actions with different parameters to collect and report data automatically.

Procedures

To report the data by self-defined actions, complete the following steps:

1. When defining an event, choose the *By Self-Defined Actions Data Reporting Method*.
2. Configure the action with the following parameters:
 - Define the trigger condition.
 - Define the report type. Two report types are supported:
 - Collect and Report Once
 - Collect Multiple Times and Report Once
 - Define the triggered page.
 - Define the triggered element.
 - Save and publish the actions.

Note:

If you choose the **Collect Multiple Times and Report Once** report type, you must specify that the action is used to collect or report data. After you select the **Collect Multiple Times and Report Once** report type, you can see the following fields:

- **Start:** Start to collect data.
- **Report:** Report the collected data.

The last one action must be used to report data.

Trigger conditions

The following trigger conditions are supported:

- **enterPage:** Triggered when users open a new page, return to the previous page, or switch to the foreground. Page must be specified.
- **click:** Triggered by a click event. Page and element must be specified.
- **leavePage:** Triggered when users exit a page or switching to the background. Page must be specified.

- `pageLoad`: Triggered when users open a new page for the first time. Page must be specified.
- `pageUnload`: Triggered when users reclaim a page. Page must be specified.
- `switchTab`: Triggered when calling the `my.switchTab` API to switch to another page. Page must be specified.
- `pullDownRefresh`: Triggered by pull-to-refresh event. Page must be specified.
- `launch`: Triggered when users load the mini program.
- `background`: Triggered when users switch to the background.
- `foreground`: Triggered when users switch to the foreground.
- `share`: Triggered when users share the page via the menu in the upper-right corner.

More information

[Manage Events](#)

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/fillinconfiguration

Data dictionary {#data-dictionary}

Last updated: 2022-07-03

Path: miniprogram_gcash

Data dictionary

2022-07-03 18:44

Model

Result

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** || resultStatus |

String | No | Result status. Valid values are:

- `S` : Successful.

- `F` : Failed.

- `U` : Unknown.

- `A` : accepted, not yet succeed, but can proceed with some actions. || resultCode | String | No | Result code.

Max. length: 64 characters. || resultMessage | String | No | Result message that describes the result code in details.

Max. length: 256 characters. |

Message

Property	Data type	Required	Description	
messageId	String	Yes	The unique ID that identifies a message.	
customerID	String	Yes	The unique ID that is assigned by wallets to identify a customer.	
Example:	2188200000000000000023.			
messageChannel	MessageChannel	Yes	The channel to send a message.	
redirectUrl	String	No	The Mini Program page that is redirected to after the user clicks the PUSH/INBOX message. Therefore, for the PUSH/INBOX message, this property is required.	
messageContent	JSON String	Yes	The content of a message to send, for example:	
"{ "en-US": "Hello, World", "zh-CN": " }"				
Max. length:	4096 characters.			

MessageSendResult

Property	Data type	Required	Description	
messageId	String	Yes	The unique ID that identifies a message.	
success	Boolean	Yes	Indicates whether the message is sent successfully or not.	
- true	: the message is sent successfully.			
- false	: the message fails to send.	retry	Boolean	No
Indicates whether the wallet server allows you to retry when the message fails to send. Therefore, this field is required only when the value of the success field is false.				
The value of the retry field is:				
- true	: the wallet server allows to retry under specific circumstances, for example, when there are system exceptions.			
- false	: the wallet server does not allow to retry. For example, when the fatigue degree in the wallet server is reached, retry is not allowed.			

ContentTemplate

Property	Data type	Required	Description	
templateParameters	Map<String, String>	No	A string-to-string mapping. The data structure is in JSON format:	
"templateParameters": {"key": "value"}				
, where:				
- key	: represents the placeholder that is designed in the selected message template.			
- value	: is used to replace the value of the key parameter in the message template.	language	String	No
Indicates RFC 1766, such as zh-CN, en-US.				

Enum

MessageChannel

Key	Description
SMS	SMS.
PUSH	PUSH.
INBOX	INBOX.

OsType

||| | --- | --- | | **Key** | **Description** | | IOS | iOS. | | ANDROID | Android. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/datadictionary_wallets_v2

Data dictionary (for v1) {#data-dictionary-for-v1-}

Last updated: 2022-07-03

Path: miniprogram_gcash

Data dictionary (for v1)

2022-07-03 18:44

Model

Amount

||||| | --- | --- | --- | --- | | **Property** | **Data type** | **Required** | **Description** | | currency | String | Yes | The three-character ISO-4217 currency code.
Max. length: 3 characters. || value | String | Yes | A string that encloses a positive integer representing how much to charge in the smallest currency unit(e.g., 100 cents to charge \$1.00 or 100 to charge \$100, a zero-decimal currency).
Max. length: 16 characters. |

ActionForm

||||| | --- | --- | --- | --- | | **Property** | **Data type** | **Required** | **Description** | | actionFormType | String | No | The action form type. Enum:
ORDER_CODE,
REDIRECTION. || orderCode | String | No | The order code value.
Max. length: 2048 characters. || redirectionUrl | String | No | The url of redirect.
Max. length: 4096 characters. |

EnvInfo

||||| | --- | --- | --- | --- | | **Property** | **Data type** | **Required** | **Description** | | terminalType | String | No | The terminal type of this request.
Enum: [MINI_APP, APP, WEB, WAP, SYSTEM]. || osType | String | No | OS type.
Enum: [IOS, ANDROID] || userAgent | String | No | User agent.

Max. length: 1024 characters. || deviceTokenId | String | No | Token ID of the device.
 Max. length: 128 characters. || clientIp | String | No | IP address of the client device.
 Max. length: 64 characters. || cookieId | String | No | User cookie ID.
 Max. length: 128 characters. || extendInfo | String | No | Extend info.
 Max. length: 4096 characters. |

PaymentFactor

Property	Data type	Required	Description
isPaymentEvaluation	Boolean	No	An indicator of the payment evaluation. If the value is TRUE, the payment is only to evaluate whether the payment can be successful and no actual funds deduction occurs. The default value is FALSE.
isOrderCode	Boolean	No	If the payment scenario is the user scan the code presented by merchant and identify the order, and make payment. The default value is FALSE.
isPaymentCode	Boolean	No	An indicator of whether the payment scenario is the merchant scan the user payment code. The default value is FALSE.
isAgreementPay	Boolean	No	An indicator of whether the payment is an agreement payment. The default value is FALSE.
isCashierPayment	Boolean	No	An indicator of whether the payment is a cashier payment. The default value is FALSE.
isAuthorizationAndPay	Boolean	No	An indicator of whether to do agreementPay authorization during the payment. The default value is FALSE.
isAuthorizationPayment	Boolean	No	An indicator of whether the payment is an authorization payment. The default value is FALSE.

OpenLoginIdInfo

Property	Data type	Required	Description
loginId	String	No	Login Id is a identification for an user, which can be mobile number or email. User can use login Id to login Wallet.
loginIdType	String	Yes	Login id type, Enum: "MOBILE_PHONE", "EMAIL".
maskLoginId	String	No	Mask Login id, several bits of the phone number will be hidden to protect users' privacy.
hashLoginId	String	No	Hash login id. The login id hashed by hash algorithm. The external system can use it to compare it's login id hashed by the same hash algorithm to see if the login id is the same.
extendInfo	String	No	The extend information, wallet and merchant can put extend info here.

ContactInfo

Property	Data type	Required	Description
contactNo	String	Yes	Contact No. e.g mobile-phone No, e-mail address.
contactType	String	Yes	Contact type, there are agreed types(MOBILE_PHONE, TELEPHONE, EMAIL) that should be available to all users, developer can add new type, but developer should consider the compatibility.
extendInfo	String	No	The extend information, wallet and merchant can put extend info here.

OpenUserInfo

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** || userId | String
 | No | The hashed unique identifier allocated for user.
 Max. length: 64 characters. || status | String | No | User status, Enum: "ACTIVE",
 "FROZEN", "INACTIVE".
 Max. length: 32 characters. || nickName | String | No | Nick name.
 Max. length: 256 characters. || userName | **UserName** | No | User name, fullName and
 (firstName,middleName,lastName) can not both empty. || userAddresses | Array<
Address> | No | The user's address information. || avatar | String | No | Avatar url.
 Max. length: 256 characters. || gender | String | No | F: female; M: Male.
 Max. length: 32 characters. || birthday | String/Datetime | No | Birthday which follows
 the [ISO 8601](#) standard.
 Max. length: 32 characters. || nationality | String | No | Nationality, alpha-2 code
 according to [ISO3166](#). e.g. JP, US.
 Max. length: 32 characters. || loginIdInfos | Array< **OpenLoginIdInfo** > | No | User login
 id info list. || contactInfos | Array< **ContactInfo** > | No | Contact info list. || extendInfo |
 String | No | The extend information, wallet and merchant can put extend info here.
 Max. length: 4096 characters. |

PaymentMethod

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** ||
 paymentMethodType | String | Yes | Payment method type, used to identifier a payment
 method.
 Max. length: 32 characters. || paymentMethodId | String | No | The uniqueId of a
 customer belong to a paymentMethod.
 Max. length: 128 characters. || extendMetaData | String | No | Extended information.
 Max. length: 2048 characters. |

Result

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** || resultStatus |
 String | No | Result status. Valid values are:
 - S: Successful
 - F: Failed
 - U: Unknown
 - A: accepted, not yet succeed, but can proceed with some actions. || resultCode | String |
 No | Result code.
 Max. length: 64 characters. || resultMessage | String | No | Result message that describes
 resultCode in detail.
 Max. length: 256 characters. |

UserName

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** || fullName |
 String | No | Full Name.
 Max. length: 128 characters. || firstName | String | No | First Name.
 Max. length: 32 characters. || middleName | String | No | Middle Name.
 Max. length: 32 characters. || lastName | String | No | Last Name.
 Max. length: 32 characters. |

Order

		Property	Data type	Required	Description
referenceOrderId	String	Yes	The unique identification of the order on the merchant side. It is used for the display of user consumption records, and the subsequent payment operations such as customer complaints and disputes track.		
Max. length:	64 characters.	orderDescription	String	No	Description of the order used to display user consumption records, etc.
Max. length:	256 characters.	orderAmount	<u>Amount</u>	Yes	The amount of an order, like how much to charge in the specified currency unit for an order.
String/Datetime		orderCreateTime		No	Order create time from merchant which follows the <u>ISO 8601</u> standard.
Max. length:	32 characters.	referenceMerchant	<u>Merchant</u>	No	Merchant information.
goods	<u>Goods</u>	No	Goods information.	shipping	<u>Shipping</u>
buyer	<u>Buyer</u>	No	Buyer information.	extendInfo	String
No			Extended infomation data, this field includes information that are not common but needed for special use cases.		
Max. length:	2048 characters.				

Merchant

		Property	Data type	Required	Description
referenceMerchantId	String	Yes	Merchant ID.		
Max. length:	32 characters.	merchantMCC	String	Yes	Merchant MCC.
Max. length:	32 characters.	merchantName	String	Yes	Name of Merchant.
Max. length:	256 characters.	merchantDisplayName	String	No	Display name of merchant.
Max. length:	64 characters.	merchantAddress	<u>Address</u>	No	The address of merchant.
merchantRegisterDate	String/Datetime	No	Merchant register time from merchant which follows the <u>ISO 8601</u> standard.		
Max. length:	32 characters.	store	<u>Store</u>	No	Merchant store.

Address

		Property	Data type	Required	Description
region	String				
Yes	Alpha-2 code according to <u>ISO3166</u> . e.g. JP, US.				
Max. length:	2 characters.	state	String	No	State/County/Province.
Max. length:	8 characters.	city	String	No	City/District/Suburb/Town/Village.
Max. length:	32 characters.	address1	String	No	Address line 1(Street address/PO Box/Company name).
Max. length:	256 characters.	address2	String	No	Address line 2(Apartment/Suite/Unit/Building).
Max. length:	256 characters.	zipCode	String	No	ZIP or postal code.
Max. length:	32 characters.				

Store

		Property	Data type	Required	Description
referenceStoreId	String	Yes	The store belongs to a merchant, and the ID assigned by the corresponding merchant to the store is unique under the merchant.		
Max. length:	64 characters.	storeName	String	No	Name of store.
Max. length:	256 characters.	storeMCC	String	No	Store business category code.

Max. length: 32 characters. || storeDisplayName | String | No | Display name of store.
 Max. length: 64 characters. || storeTerminalId | String | No | Unique identifier of store's terminal.
 Max. length: 64 characters. || storeOperatorId | String | No | Unique identifier of store's terminal operator.
 Max. length: 64 characters. || storeAddress | Address | No | The address of the store. || storePhoneNo | String | No | Phone number of Store.
 Max. length: 16 characters. |

Goods

	Property	Data type	Required	Description
referenceGoodsId	String	Yes	Unique ID of goods.	
Max. length: 64 characters.	goodsName	String	Yes	Name of goods.
Max. length: 256 characters.	goodsCategory	String	No	Category of goods.
Max. length: 256 characters.	goodsBrand	String	No	Brand of goods.
Max. length: 32 characters.	goodsUnitAmount	<u>Amount</u>	No	Order amount for display of user consumption records, payment results page. goodsQuantity
Max. length: 32 characters.	String	No	Quantity of goods.	
Max. length: 32 characters.	goodsUrl	String	No	Goods url.
Max. length: 1024 characters.	extendInfo	String	No	The extend information of goods.
Max. length: 2048 characters.				

Shipping

	Property	Data type	Required	Description
shippingName				
<u>UserName</u>	Yes	Shipping name. shippingAddress	<u>Address</u>	Yes Shipping address. shippingCarrier
Max. length: 128 characters.	String	No	The delivery service that shipped a physical product, such as Fedex, UPS, USPS, etc.	
Max. length: 128 characters.	shippingPhoneNo	String	No	Recipient PhoneNo(including extension).
Max. length: 16 characters.	shippingFee	<u>Amount</u>	No	Shipping fee.

Buyer

	Property	Data type	Required	Description
referenceBuyerId	String	No	Unique Identification of buyer.	
Max. length: 64 characters.	buyerName	<u>UserName</u>	No	Buyer name. buyerPhoneNo
Max. length: 24 characters.	String	No	Mobile phone number of buyer.	

Enum

OsType

	Key	Description
IOS	iOS	iOS.
ANDROID	ANDROID	Android.

PaymentMethodType

```
||||| --- | --- || Key | Description || BALANCE | Balance. || COUPON | Coupon. ||
CREDIT_CARD | Credit Card. || DEBIT_CARD | Debit Card. |
```

TerminalType

```
||||| --- | --- || Key | Description || MINI_APP | Mini program. || APP | Mobile
Application. || WEB | Broswer Web. || WAP | Mobile Wap. || SYSTEM | System Call. |
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/vs3pkf

Data dictionary (for v1) {#data-dictionary-for-v1-}

Last updated: 2021-05-09

Path: miniprogram_gcash

Data dictionary (for v1)

2021-05-09 18:43

Model

Amount

```
||||||| --- | --- | --- | --- || Property | Data type | Required | Description || currency |
String | Yes | The three-character ISO-4217 currency code.
Max. length: 3 characters. || value | String | Yes | A string that encloses a positive integer
representing how much to charge in the smallest currency unit(e.g., 100 cents to charge
$1.00 or 100 to charge $100, a zero-decimal currency).
Max. length: 16 characters. |
```

ActionForm

```
||||||| --- | --- | --- | --- || Property | Data type | Required | Description ||
actionFormType | String | No | The action form type. Enum:
ORDER_CODE,
REDIRECTION. || orderCode | String | No | The order code value.
Max. length: 2048 characters. || redirectionUrl | String | No | The url of redirect.
Max. length: 4096 characters. |
```

EnvInfo

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** || terminalType | String | No | The terminal type of this request.
 Enum: [MINI_APP, APP, WEB, WAP, SYSTEM]. || osType | String | No | OS type.
 Enum: [IOS, ANDROID] || userAgent | String | No | User agent.
 Max. length: 1024 characters. || deviceTokenId | String | No | Token ID of the device.
 Max. length: 128 characters. || clientIp | String | No | IP address of the client device.
 Max. length: 64 characters. || cookieId | String | No | User cookie ID.
 Max. length: 128 characters. || extendInfo | String | No | Extend info.
 Max. length: 4096 characters. |

PaymentFactor

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** ||
 isPaymentEvaluation | Boolean | No | An indicator of the payment evaluation. If the value is TRUE, the payment is only to evaluate whether the payment can be successful and no actual funds deduction occurs. The default value is FALSE. || isOrderCode | Boolean | No | If the payment scenario is the user scan the code presented by merchant and identify the order, and make payment. The default value is FALSE. || isPaymentCode | Boolean | No | An indicator of whether the payment scenario is the merchant scan the user payment code. The default value is FALSE. || isAgreementPay | Boolean | No | An indicator of whether the payment is an agreement payment. The default value is FALSE. || isCashierPayment | Boolean | No | An indicator of whether the payment is a cashier payment. The default value is FALSE. || isAuthorizationAndPay | Boolean | No | An indicator of whether to do agreementPay authorization during the payment. The default value is FALSE. || isAuthorizationPayment | Boolean | No | An indicator of whether the payment is an authorization payment. The default value is FALSE. |

OpenLoginIdInfo

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** || loginId | String | No | Login Id is a identification for an user, which can be mobile number or email. User can use login Id to login Wallet.
 Max. length: 64 characters. || loginIdType | String | Yes | Login id type, Enum: "MOBILE_PHONE", "EMAIL".
 Max. length: 64 characters. || maskLoginId | String | No | Mask Login id, several bits of the phone number will be hidden to protect users' privacy.
 Max. length: 64 characters. || hashLoginId | String | No | Hash login id. The login id hashed by hash algorithm. The external system can use it to compare it's login id hashed by the same hash algorithm to see if the login id is the same.
 Max. length: 256 characters. || extendInfo | String | No | The extend information, wallet and merchant can put extend info here.
 Max. length: 4096 characters. |

ContactInfo

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** || contactNo | String | Yes | Contact No. e.g mobile-phone No, e-mail address.
 Max. length: 64 characters. || contactType | String | Yes | Contact type, there are agreed types(MOBILE_PHONE, TELEPHONE, EMAIL) that should be available to all users, developer can add new type, but developer should consider the compatibility.

Max. length: 32 characters. || extendInfo | String | No | The extend information, wallet and merchant can put extend info here.

Max. length: 4096 characters. |

OpenUserInfo

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** || userId | String | No | The hashed unique identifier allocated for user.

Max. length: 64 characters. || status | String | No | User status, Enum: "ACTIVE", "FROZEN", "INACTIVE".

Max. length: 32 characters. || nickName | String | No | Nick name.

Max. length: 256 characters. || userName | UserName | No | User name, fullName and (firstName,middleName,lastName) can not both empty. || userAddresses | Array< Address > | No | The user's address information. || avatar | String | No | Avatar url.

Max. length: 256 characters. || gender | String | No | F: female; M: Male.

Max. length: 32 characters. || birthday | String/Datetime | No | Birthday which follows the ISO 8601 standard.

Max. length: 32 characters. || nationality | String | No | Nationality, alpha-2 code according to ISO3166. e.g. JP, US.

Max. length: 32 characters. || loginIdInfos | Array< OpenLoginIdInfo > | No | User login id info list. || contactInfos | Array< ContactInfo > | No | Contact info list. || extendInfo | String | No | The extend information, wallet and merchant can put extend info here.

Max. length: 4096 characters. |

PaymentMethod

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** || paymentMethodType | String | Yes | Payment method type, used to identifier a payment method.

Max. length: 32 characters. || paymentMethodId | String | No | The uniqueId of a customer belong to a paymentMethod.

Max. length: 128 characters. || extendMetaData | String | No | Extended information.

Max. length: 2048 characters. |

Result

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** || resultStatus | String | No | Result status. Valid values are:

- S: Successful

- F: Failed

- U: Unknown

- A: accepted, not yet succeed, but can proceed with some actions. || resultCode | String | No | Result code.

Max. length: 64 characters. || resultMessage | String | No | Result message that describes resultCode in detail.

Max. length: 256 characters. |

UserName

Property	Data type	Required	Description
fullName	String	No	Full Name.
Max. length:	128 characters.	firstName	String
Max. length:	32 characters.	middleName	String
Max. length:	32 characters.	lastName	String
Max. length:	32 characters.		

Order

Property	Data type	Required	Description
referenceOrderId	String	Yes	The unique identification of the order on the merchant side. It is used for the display of user consumption records, and the subsequent payment operations such as customer complaints and disputes track.
Max. length:	64 characters.	orderDescription	String
Max. length:	32 characters.	orderAmount	<u>Amount</u>
Max. length:	256 characters.	orderCreateTime	String/Datetime
Max. length:	32 characters.	referenceMerchant	<u>Merchant</u>
Max. length:	32 characters.	goods	<u>Goods</u>
Max. length:	32 characters.	shipping	<u>Shipping</u>
Max. length:	32 characters.	buyer	<u>Buyer</u>
Max. length:	2048 characters.	extendInfo	String
			No Extended infomation data, this field includes information that are not common but needed for special use cases.

Merchant

Property	Data type	Required	Description
referenceMerchantId	String	Yes	Merchant ID.
Max. length:	32 characters.	merchantMCC	String
Max. length:	32 characters.	merchantName	String
Max. length:	256 characters.	merchantDisplayName	String
Max. length:	32 characters.	merchantAddress	<u>Address</u>
Max. length:	32 characters.	merchantRegisterDate	String/Datetime
Max. length:	32 characters.	store	<u>Store</u>
			No Merchant register time from merchant which follows the <u>ISO 8601</u> standard.
			No Merchant store.

Address

Property	Data type	Required	Description
region	String		
Max. length:	2 characters.	state	String
Max. length:	8 characters.	city	String
Max. length:	32 characters.	address1	String
Max. length:	256 characters.	address2	String
			No Address line 1(Street address/PO Box/Company name).
			No Address line

2(Apartment/Suite/Unit/Building).

Max. length: 256 characters. || zipCode | String | No | ZIP or postal code.

Max. length: 32 characters. |

Store

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** ||

referenceStoreId | String | Yes | The store belongs to a merchant, and the ID assigned by the corresponding merchant to the store is unique under the merchant.

Max. length: 64 characters. || storeName | String | No | Name of store.

Max. length: 256 characters. || storeMCC | String | No | Store business category code.

Max. length: 32 characters. || storeDisplayName | String | No | Display name of store.

Max. length: 64 characters. || storeTerminalId | String | No | Unique identifier of store's terminal.

Max. length: 64 characters. || storeOperatorId | String | No | Unique identifier of store's terminal operator.

Max. length: 64 characters. || storeAddress | Address | No | The address of the store. || storePhoneNo | String | No | Phone number of Store.

Max. length: 16 characters. |

Goods

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** ||

referenceGoodsId | String | Yes | Unique ID of goods.

Max. length: 64 characters. || goodsName | String | Yes | Name of goods.

Max. length: 256 characters. || goodsCategory | String | No | Category of goods.

Max. length: 256 characters. || goodsBrand | String | No | Brand of goods.

Max. length: 32 characters. || goodsUnitAmount | Amount | No | Order amount for display of user consumption records, payment results page. || goodsQuantity | String | No | Quantity of goods.

Max. length: 32 characters. || goodsUrl | String | No | Goods url.

Max. length: 1024 characters. || extendInfo | String | No | The extend information of goods.

Max. length: 2048 characters. |

Shipping

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** || shippingName

| UserName | Yes | Shipping name. || shippingAddress | Address | Yes | Shipping

address. || shippingCarrier | String | No | The delivery service that shipped a physical product, such as Fedex, UPS, USPS, etc.

Max. length: 128 characters. || shippingPhoneNo | String | No | Recipient PhoneNo(including extension).

Max. length: 16 characters. || shippingFee | Amount | No | Shipping fee. |

Buyer

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** ||

referenceBuyerId | String | No | Unique Identification of buyer.

Max. length: 64 characters. || buyerName | UserName | No | Buyer name. ||

buyerPhoneNo | String | No | Mobile phone number of buyer.
Max. length: 24 characters. |

Enum

OsType

||| --- | --- || **Key** | **Description** || IOS | iOS. || ANDROID | Android. |

PaymentMethodType

||| --- | --- || **Key** | **Description** || BALANCE | Balance. || COUPON | Coupon. || CREDIT_CARD | Credit Card. || DEBIT_CARD | Debit Card. |

TerminalType

||| --- | --- || **Key** | **Description** || MINI_APP | Mini program. || APP | Mobile Application. || WEB | Broswer Web. || WAP | Mobile Wap. || SYSTEM | System Call. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/vs3pkf

Data dictionary (for v2) {#data-dictionary-for-v2}

Last updated: 2022-07-05

Path: miniprogram_gcash

Data dictionary (for v2)

2022-07-05 23:31

Model

Amount

||||| --- | --- | --- || **Property** | **Data type** | **Required** | **Description** || currency | String | Yes | The three-character ISO-4217 currency code.
Max. length: 3 characters. || value | String | Yes | A string that encloses a positive integer representing how much to charge in the smallest currency unit(e.g., 100 cents to charge \$1.00 or 100 to charge \$100, a zero-decimal currency).
Max. length: 16 characters. |

ActionForm

Property	Data type	Required	Description
actionFormType	String	No	The action form type.
	Enum: [ORDER_CODE, REDIRECTION]		orderCode String No The order code value. The order code is generated by merchants, which is a QR code with order information for customers to scan.
			Max. length: 2048 characters.
	redirectionUrl	String	No The URL of redirect.
			Max. length: 4096 characters.

Env

Property	Data type	Required	Description
terminalType	String	No	The terminal type of this request.
	Enum: [MINI_APP, APP, WEB, WAP, SYSTEM]		osType String No OS type.
	Enum: [IOS, ANDROID]		userAgent String No User agent.
			Max. length: 1024 characters.
	deviceTokenId	String	No Token ID of the device.
			Max. length: 128 characters.
	clientIp	String	No IP address of the client device.
			Max. length: 64 characters.
	cookieId	String	No User cookie ID.
			Max. length: 128 characters.
	storeTerminalId	String	No The store terminal ID.
			Max. length: 64 characters.
	storeTerminal		RequestTime String/Datetime No The store terminal request time.
			Max. length: 32 characters.
	extendInfo	String	No Extend info.
			Max. length: 4096 characters.

PaymentFactor

Property	Data type	Required	Description
needSurcharge	Boolean	No	An indicator of a surcharge, which appears in the request from APS to Mobile Payment Partner. If the value is TRUE, the fields surchargeAmount and surchargeQuote must be specified. The default value is FALSE.
			isPaymentEvaluation Boolean No An indicator of the payment evaluation. If the value is TRUE, the payment is only to evaluate whether the payment can be successful and no actual funds deduction occurs. The default value is FALSE.
			isAuthorizationAndPay Boolean No An indicator of whether to do authorization for the agreement payment (Auto Debit) during the payment. The default value is FALSE.
			isAuthorizationPayment Boolean No An indicator of whether the payment is an authorization payment. The default value is FALSE.
			isDeferredPayment Boolean No An indicator of whether the payment is a deferred payment, in which scenario the user uses the product or service in advance.
			needCheckCompliance Boolean No An indicator of whether the payment information must be validated to meet compliances before the payment is processed.
			needOtpVerification Boolean No An indicator of whether the payment needs to verify OTP (one time password).
			isCrossborderSettlement Boolean No An indicator of whether the payment requires cross-border settlement.
			inStorePaymentScenario Boolean No An indicator of PaymentCode/OrderCode/EntryCode .

User

Property	Data type	Required	Description
userId	String		No The hashed unique identifier allocated for user.
			Max. length: 64 characters.
	status	String	No User status, Enum: "ACTIVE",

"FROZEN", "INACTIVE"

Max. length: 32 characters. || nickName | String | No | Nick name.

Max. length: 256 characters. || userName | UserName | No | User name, fullName and (firstName,middleName,lastName) can not both empty. || userAddresses | Array< Address > | No | The user's address information. || avatar | String | No | Avatar url.

Max. length: 256 characters. || gender | String | No | F: female; M: Male.

Max. length: 32 characters. || birthDate | String/Datetime | No | Birth date which follows the ISO 8601 standard.

Max. length: 32 characters. || nationality | String | No | Nationality, alpha-2 code according to ISO3166. e.g. JP, US.

Max. length: 32 characters. || loginIdInfos | Array< LoginIdInfo > | No | A list of user login IDs. || contactInfos | Array< ContactInfo > | No | A list of contact information. || extendInfo | String | No | The extend information,wallet and merchant can put extend info here.

Max. length: 4096 characters. |

LoginIdInfo

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** || loginIdType |

String | Yes | The types of Login ID:

- MOBILE_PHONE
- EMAIL
- OTHER

Max. length: 64 characters. || loginId | String | No | An unique identifier for an user's ID login, which can be a mobile number or an email address. Users can use their login ID that without hidden bits to log in to the Wallet.

Max. length: 64 characters. || maskLoginId | String | No | Mask Login ID that represents several bits of the phone number that are hidden to protect users' privacy.

Max. length: 64 characters. || hashLoginId | String | No | Hash login ID that identifies an loginId that is hashed by a hash algorithm. The external system can use it to compare its login ID that is hashed by the same hash algorithm to check whether the login ID is identical.

Max. length: 256 characters. || extendInfo | String | No | The extensive information for wallets and merchants to add.

Max. length: 4096 characters. |

ContactInfo

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** || contactType |

String | Yes | The followings are contact types that are available to all users:

- MOBILE_PHONE
- TELEPHONE
- EMAIL

Tips: Developer can add new types, but should consider the compatibility.

Max. length: 32 characters. || contactNo | String | Yes | The value that corresponds to the contact type that is configured in the contactType field. For example, this field can be mobile phone numer, or e-mail address.

Max. length: 64 characters. || extendInfo | String | No | The extensive information for wallets and merchants to add.

Max. length: 4096 characters. |

PaymentMethod

Property	Data type	Required	Description
paymentMethodType	String	Yes	Payment method type, used to identifier a payment method.
			Max. length: 32 characters.
paymentMethodId	String	No	The uniqueId of a customer belong to a paymentMethod.
paymentMethodMetaData	String	No	Max. length: 128 characters. The payment method metadata.
			Max. length: 2048 characters.

Result

Property	Data type	Required	Description	resultStatus
			String	No
			Result status. Valid values are:	
- S	: Successful			
- F	: Failed			
- U	: Unknown			
- A	: accepted, not yet succeed, but can proceed with some actions.		resultCode	String
			No	Result code.
resultMessage	String	No	Max. length: 64 characters.	Result message that describes the result code in details.
			Max. length: 256 characters.	

UserName

Property	Data type	Required	Description	fullName
			String	No
			Full Name.	
firstName	String	No	Max. length: 128 characters.	First Name.
middleName	String	No	Max. length: 32 characters.	Middle Name.
lastName	String	No	Max. length: 32 characters.	Last Name.
			Max. length: 32 characters.	

Order

Property	Data type	Required	Description
referenceOrderId	String	Yes	referenceOrderId String Yes The unique identification of the order on the merchant side. It is used for the display of user consumption records, and the subsequent payment operations such as customer complaints and disputes track.
orderDescription	String	Yes	Max. length: 64 characters. orderDescription String Yes Description of the order used to display user consumption records, etc.
orderAmount	<u>Amount</u>	Yes	Max. length: 256 characters. orderAmount <u>Amount</u> Yes The amount of an order, like how much to charge in the specified currency unit for an order. orderCreateTime String/Datetime No Order create time from merchant which follows the <u>ISO 8601</u> standard.
merchant	<u>Merchant</u>	Yes	Max. length: 32 characters. merchant <u>Merchant</u> Yes Merchant information. goods <u>Array< Good ></u> No Goods information. shipping <u>Shipping</u> No Shipping information. buyer <u>Buyer</u> No Buyer information. env <u>Env</u> No The order environment information, such as the device information. extendInfo String No Extended infomation data, this field includes information that are not common but needed for special use cases.
			Max. length: 2048 characters.

Transaction

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** ||
 transactionResult | Result | Yes | The transaction result, which contains information related to the business result and error information. || transactionType | String | Yes | Transaction type for each subsequent payment activity. || transactionRequestId | String | No | The unique ID assigned by merchant to identify the transaction request. When the transaction type is CAPTURE, the value of this field is identical to captureRequestId. When the transaction type is REFUND, the value of this field is identical to refundRequestId. || transactionId | String | Yes | The unique ID assigned by wallet to identify a transaction. When the transaction type is CAPTURE, the value of this field is identical to captureId. When the transaction type is REFUND, the value of this field is identical to refundId. || transactionStatus | String | No | Transaction status type. || transactionAmount | Amount | Yes | Transaction amount. When the transaction type is CAPTURE, the value of this field is identical to captureAmount. When the transaction type is REFUND, the value of this field is identical to refundAmount. || transactionTime | Date | No | Transaction time || isLastCapture | String | No | Only for capture transaction || voidSource | String | No | void source || extendInfo | String | No | The extensive information. The wallet and merchant can put extensive information in this property. Max. length: 4096 characters. |

Merchant

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** ||
 referenceMerchantId | String | Yes | Merchant ID.
 Max. length: 32 characters. || merchantMCC | String | Yes | Merchant MCC (merchant category code).
 Max. length: 32 characters. || merchantName | String | Yes | Name of Merchant.
 Max. length: 256 characters. || merchantDisplayName | String | No | Display name of merchant.
 Max. length: 64 characters. || merchantAddress | Address | No | The address of merchant.
 || merchantRegisterDate | String /Datetime | No | Merchant register time from merchant which follows the ISO 8601 standard.
 Max. length: 32 characters. || store | Store | No | Merchant store. |

Address

||||| --- | --- | --- | --- || **Property** | **Data type** | **Required** | **Description** || region | String | Yes | Alpha-2 code according to ISO3166. e.g. JP, US.
 Max. length: 2 characters. || state | String | No | State/County/Province.
 Max. length: 8 characters. || city | String | No | City/District/Suburb/Town/Village.
 Max. length: 32 characters. || address1 | String | No | Address line 1(Street address/PO Box/Company name).
 Max. length: 256 characters. || address2 | String | No | Address line 2(Apartment/Suite/Unit/Building).
 Max. length: 256 characters. || label | String | No | Label for address, e.g home, company.
 Max. length: 64 characters. || zipCode | String | No | ZIP or postal code.
 Max. length: 32 characters. || extendInfo | String | No | The extend information of goods.
 Max. length: 4096 characters. |

Store

Property	Data type	Required	Description			
referenceStoreId	String	Yes	The store belongs to a merchant, and the ID assigned by the corresponding merchant to the store is unique under the merchant.			
Max. length:	64 characters.		storeName	String	No	Name of store.
Max. length:	256 characters.		storeMCC	String	No	Store business category code.
Max. length:	32 characters.		storeDisplayName	String	No	Display name of store.
Max. length:	64 characters.		storeTerminalId	String	No	Unique identifier of store's terminal.
Max. length:	64 characters.		storeOperatorId	String	No	Unique identifier of store's terminal operator.
Max. length:	64 characters.		storeAddress	<u>Address</u>	No	The address of the store.
Max. length:	16 characters.		storePhoneNo	String	No	Phone number of Store.

Goods

Property	Data type	Required	Description			
referenceGoodsId	String	Yes	Unique ID of goods.			
Max. length:	64 characters.		goodsName	String	Yes	Name of goods.
Max. length:	256 characters.		goodsCategory	String	No	Category of goods.
Max. length:	256 characters.		goodsBrand	String	No	Brand of goods.
Max. length:	32 characters.		goodsUnitAmount	<u>Amount</u>	Yes	Order amount for display of user consumption records, payment results page.
Max. length:	1024 characters.		goodsQuantity	String	No	Quantity of goods.
Max. length:	32 characters.		goodsSkuName	String	No	Goods sku name.
Max. length:	64 characters.		goodsUrl	String	No	Goods url.
Max. length:	2048 characters.		extendInfo	String	No	The extend information of goods.

Shipping

Property	Data type	Required	Description			
shippingName						
<u>UserName</u>	String	Yes	Shipping name.			
Max. length:	128 characters.		shippingAddress	<u>Address</u>	Yes	Shipping address.
Max. length:	64 characters.		shippingCarrier	String	No	The delivery service that shipped a physical product, such as Fedex, UPS, USPS, etc.
Max. length:	16 characters.		shippingPhoneNo	String	No	Recipient PhoneNo(including extension).

Max. length: 16 characters.

Buyer

Property	Data type	Required	Description			
referenceBuyerId	String	No	Unique Identification of buyer.			
Max. length:	64 characters.		buyerName	<u>UserName</u>	No	Buyer name.
Max. length:	24 characters.		buyerPhoneNo	String	No	Mobile phone number of buyer.

ContentTemplate

Property | Data type | Required | Description ||
templateParameters | Map<String,String> | No | A string-to-string mapping. The data structure is in JSON format:
"templateParameters": {"key": "value"}
, where:
- key : represents the variable that is defined in the template.
- value : is used to replace the value of the key parameter in the template. || language |
String | No | RFC 1766, such as zh-CN, en-US. |

RedirectActionForm

					Property	Data type	Required	Description		method
					String	String	No	The HTTP method. The value is POST or GET .	parameters	String
							No	The parameters that are required for the HTTP method, which is in the key:value pair format.		
					Max. length: 2048 characters.	String	Yes	The URL of redirect.	redirectUrl	String
					Max. length: 2048 characters.					

Message

					Property	Data Type	Required	Description	
					messageId	String	Yes	The unique ID is generated by Mini Program Platform to identify a notification.	

- Maximum length: 64 characters.
 - Characters not allowed: special characters such as @, #, ? and so on.

Note: This field is an API idempotency field. For the notifications which are sent with the same `requestId` and reach an S status, the native app must return the same `messageId`. See the [Idempotency](#) for details about API idempotency. || `customerId` | String | Yes | The unique ID is generated by the native app to identify a user.

Maximum length: 32 characters. || messageChannel | MessageChannel | Yes | The channels to send a notification, including push, SMS, and Inbox. || templateCode | String | No | Indicates the template ID that is generated by Mini Program Platform to identify a template.

- Maximum length: 64 characters.
 - Characters not allowed: special characters such as @, #, ? and so on.
 - Can be Null. || messageContent | String | Yes | The specific content that a notification to send

Maximum length: 4096 characters

Maxim
- Push

{

"en-US": {

```
"title": "testTitle",  
"content": "testContent",  
"linkUrl": "testUrl"
```

},

,"zh-CN":{

```
"title": "testTitle",  
"content": "testContent",  
"linkUrl": "testUrl"
```

```
        }
    }
- SMS
{
    "en-US": {
        "content": "this is sms content"
    },
    "zh-CN": {
        "content": "this is sms content"
    }
}
- Inbox
{
    "en-US": {
        "displayType": "inbox_item_content",
        "header": {
            "appIcon": "icon url",
            "appName": "icon name",
            "msgBizName": "test_biz",
            "target": {
                "path": "header link url"
            }
        },
        "body": {
            "title": "message title",
            "content": "message content",
            "target": {
                "path": "message path url"
            }
        }
    },
    "footer": [
        {
            "linkName": "link name",
            "target": {
                "path": "header link url"
            }
        }
    ]
},
"zh-CN": {
    "displayType": "inbox_item_content",
    "header": {
        "appIcon": "icon url",
        "appName": "icon name",
        "msgBizName": "test_biz",
        "target": {
            "path": "header link url"
        }
    },
    "body": {
        "title": "message title",
        "content": "message content",
        "target": {
            "path": "message path url"
        }
    }
}
```

```

    },
    "footer": [
      {
        "linkName": "link name",
        "target": {
          "path": "header link url"
        }
      }
    ]
  }
} || extendInfo | String | No | The extended information.
- Maximum length: 4096 characters.
- Characters not allowed: special characters such as @, #, ? and so on.
- Can be Null.

```

MessageSendResult

	Property	Data Type	Required	Description
messageId	String	Yes	The unique ID is generated by Mini Program Platform to identify a notification.	
- Maximum length: 64 characters.				
- Characters not allowed: special characters such as @, #, ? and so on.				
Note: This field is an API idempotency field. For the notifications which are sent with the same requestId and reach an S status, the native app must return the same messageId. See the Idempotency for details about API idempotency.	success	Boolean	Yes	
Indicates whether the notification is successfully sent to the native app. Valid values are:				
- true: The notification is sent successfully.				
- false: The notification fails to send.	retry	Boolean	No	
Indicates whether the native app allows you to retry when the notification fails to send. Valid values are:				
- true: The native app server allows to retry under specific scenarios, for example, when there are system exceptions.				
- false: The native app server does not allow to retry. For example, when the delivery frequency of the notification is beyond the limits set by the native app, retry is not allowed.				
Note: This field is required when the value of the success field is false.				

Enum

OsType

Key	Description
IOS	iOS.
ANDROID	Android.

PaymentMethodType

Key	Description
BALANCE	Balance.
COUPON	Coupon.
CREDIT_CARD	Credit Card.
DEBIT_CARD	Debit Card.

TerminalType

||| --- | --- || **Key | Description** || MINI_APP | Mini program. || APP | Mobile Application. || WEB | Broswer Web. || WAP | Mobile Wap. || SYSTEM | System Call. |

MessageChannel

||| --- | --- || **Key | Description** || SMS | SMS || PUSH | PUSH || INBOX | INBOX |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/v2_data_dict

Define an event {#define-an-event}

Last updated: 2022-07-07

Path: miniprogram_gcash

Define an event

2022-07-07 17:08

Data is stored and analyzed based on an event, which is triggered by user interaction with a mini program. See [Event management and analysis](#) for more details.

User experience

For example, the following figure illustrates the purchase process of an e-commerce mini program user:

Based on the user journey above, you can define the following events:

- View the home page
- View product details
- Add the product to shopping cart
- Submit an order
- Pay

Procedures

This section describes in detail how to define an event in four major steps:

1. Create an event

2. Enter the event name
3. Choose the data reporting method
4. Save the event

The "submit an order" and "view the home page" events mentioned above will serve as examples to illustrate the procedures.

1. Create an event

1. Go to **Analytics > Performance > My Analysis**;
2. Choose the mini program that you want to perform data analysis on;
3. Click **Manage Event**;
4. Click **+ New Event** on the **Manage Event** page.

2. Enter the event name

Enter an event name that complies with the naming rules. For example, `submitOrder` will be a suitable name for the "submit an order" event.

3. Choose the data reporting method

Data reporting methods define how data are to be analyzed. For example, with the Data Reporting by Self-Defined Actions method, you can define actions with different parameters to collect and report data automatically. For more information, see [Data Reporting by Self-Defined Actions](#).

You need to define an action and assign the following parameters:

- Trigger
- Report Type
- Page
- Element
- Field Name
- Field Value
- Field Type
- Note

Trigger

Trigger conditions. For example, `click` indicates that the event is triggered by clicking. For more information, see [Trigger Conditions](#);

Report Type

The action occurs when the event is triggered. You can choose either of the following two types:

- Collect and report once: data collected on a user's single action.
- Collect multiple times and report once: data collected on a user's multiple actions.

Collect and Report Once

If you choose this report type, data are reported with one action. Take "submit an order" event as an example:

You also need to configure the **Action** with the following parameters:

- **Page:** This triggers a page, so you would need to enter the page path. You can find the page path via app.json files in the mini program source code of IDE (Mini Program Studio). For this action, pages/shopping-cart/shopping-cart is appropriate.

copy

```
app.json:
{
  "pages": [\n    "pages/handbag/handbag",\n    "pages/shopping-cart/shopping-cart",\n    "pages/confirm-order/confirm-order",\n    "pages/my-order/my-order"\n  ]
}
```

- **Element:** Enter a class or ID, which must begin with ". ." or "#". You can find the element via app.json files in mini program source code of IDE (Mini Program Studio). For this action, developers have defined .cart-footer_action as the class for submitting an order.

Note: **Page** and **Element** may be optional for other trigger conditions.

copy

```
pages/shopping-cart/shopping-cart.axml:
<view class="cart-footer">
  <view class="cart-footer__desc">
    <view class="cart-footer__price-section">
      <view class="cart-footer__total-desc">Total </view>
      <view class="cart-footer__total-price">¥{{submitAmount}}</view>
    </view>
    <view class="cart-footer__discount">
      Total reduce ¥{{totalDiscount}} store reduce
      {{shopDiscount}}
    </view>
  </view>
  <view class="cart-footer__action" onTap="onSubmit">
    submit ({{count}})
  </view>
</view>
```

- **Field Name:** Fields are the metrics you would like to analyze. You can define a name and assign attributes to this metric via the **Field Value** and **Field Type**.
- **Field Value:** Enter a variable for the field. For this example, developers have defined submitAmount as the field to calculate the total price for the submitted orders. For **Field Value**, you need to enter the variable that is defined by developers in IDE.

copy

```
pages/shopping-cart/shopping-cart.js:  
Page({  
    data: {  
        count: 0,  
        totalDiscount: 0,  
        shopDiscount: 50,  
        time: new Date,  
        state: '',  
        submitAmount: 0,  
        total: 0,  
        commodity: [],  
        allChecked : true,  
        selectedCommoditys : []  
    },  
    onLoad() {  
        my.setNavigationBar({  
            title: 'Shopping Cart',  
        });  
    },  
    onShow() {  
        let commodityNum = 0;  
        let sumAmount = 0;  
        let shoppingCartInfo = getShoppingCartInfo();  
        let totalDiscount = 0;  
        let commodity = [];  
        if(shoppingCartInfo.length != 0){  
            shoppingCartInfo.forEach(element => {  
                commodityNum += element.purchaseNum;  
                sumAmount += (element.commodity.price * element.purchaseNum);  
                let targetCommodity = {title: element.commodity.title,  
                                      description:element.commodity.type,  
                                      price:element.commodity.price,  
                                      num:element.purchaseNum,  
                                      id:element.commodity.id,  
                                      image:element.commodity.cover,  
                                      checked:true};  
                commodity[commodity.length] = targetCommodity;  
            });  
            totalDiscount=conmodityNum-1;  
        }  
        this.setData({  
            count: commodityNum,  
            totalDiscount: totalDiscount,  
            shopDiscount: 50,
```

```
        time: new Date,
        state: '',
        submitAmount: sumAmount,
        total: 0,
        commodity: commodity,
        selectedCommoditys : []
    );
},
onSubmit(){
    if(this.data.count == 0){
        alert("The shopping cart is empty");
    }
    this.fetchCheckedCommodity();
    addOrderData(this.data.selectedCommoditys);
    my.navigateTo({
        url: '/pages/confirm-order/confirm-order',
    })
},
onChange(e) {
    let checkedValues = e.detail.value;
    if(checkedValues.length != 0){
        checkedValues.forEach(checkedValue =>{
            fetchSingleCommodity();
        });
    }
},
fetchSingleCommodity(id){
    this.data.commodity.forEach(item =>{
        if(item.id === id){

this.data.selectedCommoditys[this.data.selectedCommoditys.length] =
item;
    }
    });
},
fetchCheckedCommodity(){
    this.data.commodity.forEach(item =>{
        if(item.checked === true){

this.data.selectedCommoditys[this.data.selectedCommoditys.length] =
item;
    }
    });
},
goToStoreGoods(){
    my.switchTab({
        url: 'pages/handbag/handbag'
    })
}
});
```

- **Field Type:**

- **Int** (integer) is suitable for calculating amounts, where you can further define its maximum, minimum, count, sum, and average. For example, you can view data on the minimum total price for the `submitAmount` field when analyzing this event.
- **String** is suitable for calculating the count of each occurrence. For example, you can view data on the number of order IDs under this event. **Int** type would not be suitable here as each order ID does not have a maximum, minimum, sum, or average amount.
- **Note:** You can describe fields in detail.

Collect Multiple Times and Report Once

If you choose this report type, which consists of multiple actions, you can see the following fields:

- **Start:** start to collect data
- **Report:** report the collected data

The last action must be to report data.

Take the "visit the home page" as an example. Data collection and reporting of the `homePageUserBehavior` event includes two actions: enter the **Home** page and click the **Popularity List** tab.

You need to configure the **Action1** with the following parameters:

- **Page:** This triggers a page, so you would need to enter the page path. You can find the page path via app.json files in mini program source code of IDE (Mini Program Studio). For this action, `pages/handbag/handbag` is appropriate.

copy

```
app.json:
{
  "pages": [
    "pages/handbag/handbag",
    "pages/shopping-cart/shopping-cart",
    "pages/confirm-order/confirm-order",
    "pages/my-order/my-order"
  ]
}
```

- **Field Name:** Fields are the metrics you would like to analyze. You can define a name and assign attributes to this metric via the **Field Value** and **Field Type**.
- **Field Value:** Enter a variable for the field. For this example, developers have defined `activeTabName` as the field to calculate the count of home page visits.

copy

```
pages/handbag/handbag.js:
Page({
  data: {
```

```

        activeTabName : "All"
    },
    onShow() {
        const { searchValue = '' } = getApp();
        this.setData({ searchValue });
        this.fetchCurrentCommodities(this.data.activeTabId);
    },
    onActiveTabChange(id) {
        this.setData({ activeTabId: id, activeTabName: this.data.tabs[id - 1].name });
        this.fetchCurrentCommodities(id);
    }
});

```

- **Field Type:**

- **Int** (integer) is suitable for calculating amounts, where you can further define its maximum, minimum, count, sum, and average. For example, you can view data on the minimum total price for submitted orders when analyzing an event.
- **String** is suitable for calculating the count of each occurrence. For example, you can view data on the number of home page visits. **Int** type would not be suitable here as each home page visit does not have a maximum, minimum, sum, or average amount.
- **Note:** You can describe fields in detail.

You need to configure the **Action 2** with the following parameters:

- **Page:** This triggers a page, so you would need to enter the page path. You can find the page path via app.json files in mini program source code of IDE (Mini Program Studio). As **Action 2** occurs on the same page as **Action 1**, pages/handbag/handbag entered here as well.

copy

```

app.json:
{
    "pages": [
        "pages/handbag/handbag",
        "pages/shopping-cart/shopping-cart",
        "pages/my/my",
        "pages/my-order/my-order",
        "pages/confirm-order/confirm-order"
    ]
}

```

- **Element:** Enter a class or ID, which must begin with ". ." or "#". You can find the element via app.json files in mini program source code of IDE (Mini Program Studio). For this action, enter #TREND, which is defined as the ID for the **Popularity List** tab.

copy

```
pages/handbag/handbag.axml:
<view
    a:for="{{tabs}}"
    class="tab-item {{activeId==item.id?'tab-item--active':''}}"
    onTap="onActiveTabChange"
    data-index="{{item.id}}"
    id="TREND">
    {{item.title}}
    <image
        a:if="{{item.sortable}}"
        src="https://gw.alipayobjects.com/mdn/rms_107da2/afts/img/A*WR7tS62_iP\"
        mode="scaleToFill"
    />
</view>
```

- **Field Name:** Fields are the metrics you would like to analyze. You can define a name and assign attributes to this metric via the **Field Value** and **Field Type**.
- **Field Value:** Enter a variable for the field. For this example, developers have defined `activeTabName` as the field to calculate the count of **Popularity List** tab clicks.

copy

```
pages/handbag/handbag.js:
Page({
  data: {
    activeTabName : "All"
  },
  onShow() {
    const { searchValue = '' } = getApp();
    this.setData({ searchValue });
    this.fetchCurrentCommodities(this.data.activeTabId);
  },
  onActiveTabChange(id) {
    this.setData({ activeTabId: id, activeTabName: this.data.tabs[id -1].name });
    this.fetchCurrentCommodities(id);
  }
});
```

- **Field Type:**
- **Int** (integer) is suitable for calculating amounts, where you can further define its maximum, minimum, count, sum, and average. For example, you can view data on the minimum total price for submitted orders when analyzing an event.
- **String** is suitable for calculating the count of each occurrence. For example, you can view data on the number of tab visits. **Int** type would not be suitable here as each tab visit does not have a maximum, minimum, sum, or average amount.
- **Note:** You can describe fields in detail.

4. Save the event

Confirm all the fields and click **Save** to complete defining an event.

Next steps

[Publish an event](#)

[Analyze events and funnels](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/define-event

Developer's Guide {#developer's-guide}

Path: miniprogram_gcash

Developer's Guide

This developer guide is intended for mini program developers to get the available reference resources, such as Components and Frameworks, to quickly get started with mini program development.

Before you start, make sure you have completed the onboarding process to the Mini Program Platform. For more information, see [Getting Started for Merchant On-Boarding](#).

Development tool (IDE)

A one-stop development tool that helps you to quickly write, deploy and debug mini programs. [Learn more](#)

Development resources

[Framework includes the file structure and logic structure.](#)

[A series of basic components for developers to combine them for service development.](#)

[Additional capabilities with a set of open-source UI components.](#)

[Javascript APIs that can combine with Open APIs to provide capabilities.](#)

[Open APIs that can be combined with JSAPIs to provide capabilities.](#)

[Capabilities provided by a set of JSAPIs and Open APIs.](#)

Related Topics

[Learn the basic steps for onboarding before you start building your own Mini Programs.](#)

[Learn product features to use the Mini Program Platform.](#)

[Dip into the rich UI guidelines to design a Mini Program.](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/developer-guide

Developer's guide overview {#developer's-guide-overview}

Last updated: 2021-05-09

Path: miniprogram_gcash

Developer's guide overview

2021-05-09 18:43

This developer guide is intended for mini program developers to learn how to quickly get started with mini program development.

In this guide, you can see basic concepts about the mini program technology. You can get the available reference resources, such as the Java Script APIs (JSAPIs), Components, Frameworks, and so on. You can also see how JSAPIs and Open APIs combine to be a capability. In addition, you can also quickly get started with quick-start procedures.

About mini program

Mini Program is a new technology that embeds a mobile program into the mobile app. End users can benefit from a similar experience without installing the native app. For developers, mini program provides the following benefits:

- Low learning curve as it is based on web technologies
- One code project supports both iOS and Android platform, close to the native experience
- Built-in rich components and APIs (such as access to user info, local storage, payment function, etc.)

Below is a process that illustrates how mini programs are developed by web developers to users.

Developers can use the web technology and start debugging in the Integrated Development Environment (IDE), Mini Program Studio with Domain Specific Language (DSL), such as AXML/ACSS/JS, etc. The codes are then compiled and loaded to the wallet apps. Mini programs can run on the wallet app and provide users with a cross-platform and close-to-native experience.

For more information, see [About Mini Program](#).

Getting started

Before you start, make sure you have completed the following prerequisites:

- On-boarding to the Mini Program Platform, where you apply for an account to join a workspace. For more information, see [Getting Started for Merchant On-Boarding](#).
- Assigned with developer roles to a mini program that is created by your admim. For more information, see [Workflow Procedures](#) of the Mini Program Platform product.
- Download the [Mini Program Studio](#) developer tool to write, deploy and debug mini programs.
- Upload the mini program from Mini Program Studio to [Mini Program Platform](#) for testing and publishing.

Refer to the [Quick Start](#) guide for detailed steps.

References

You can find resources with samples and other details to create mini programs. To be specific, you can refer to the following resources available:

- [Framework](#)
- [Component](#)
- [Extended Component](#)
- [JS APIs](#)
- [Open APIs](#)

In addition to the basic APIs, a set of JS APIs and Open APIs can work together to provide capabilities, for example the Payment capability, to users. For more information, see [Capabilities](#).

Next steps

[Quick Start](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/developer-guide

Document History {#document-history}

Last updated: 2021-05-10

Path: miniprogram_gcash

Document History

2021-05-10 04:19

This document provides you with information on the new or changed documentation. You can quickly see the latest documentation updates.

April, 2021

The following table describes important changes in this release.

Change	Description
Using Mini Program Platform	The Product Guide is now updated with the following:
- Changed topics due to document enhancement:	
- Quality	
- Mini Program types	
- Create Mini Programs	
- Manage Mini Programs	
- New topics due to document enhancement:	
- How to transform an HTML 5 mobile app to an HTML 5 mini program	Developing Mini Programs The Developer's Guide is now updated with the following:
- Added the PLAINTEXT_USER_LOGIN_ID scope in the my.getAuthCode API.	
- Adjusted the USER_LOGIN_ID scope in the my.getAuthCode API.	
- Added the customerBelongsTo parameter for the request in /v2/authorizations/applyToken .	
- Adjusted the loginId and loginIdType for LoginIdInfo in the Data dictionary (for v2) .	

April, 2021

The following table describes important changes in this release.

Change	Description
Using Mini Program Platform	The Product Guide is now updated with the following:
- New video: Customized Analysis	
- New topics: JSAPI	
- Changed topics:	
- Manage mini programs	
- Real-time analysis	

March, 2021

||||---|---|| **Change | Description** || Using Mini Program Platform | The Product Guide is now updated with instructions on the mini program platform features.

The following features are new:

Customized analysis

In addition to the existing default analysis, you can perform the customized analysis by events and funnels. See [Event management and analysis](#) and [Funnel management and analysis](#) for more information. || Developing Mini Programs | Optimize the whole OpenAPI chapter as follows:

- Add the OpenAPI [Idempotency](#) topic.
- [/v1/payments/pay](#), [/v2/payments/pay](#): for the `paymentRequestId` field, add the idempotency description.
- [/v1/payments/refund](#), [/v2/payments/refund](#): for the `refundRequestId` field, add the idempotency description.
- Add the OpenAPIs [Error codes](#) topic; and for all OpenAPIs of the v2 version, adjust the following sections:

- **Result process logic** section

- **Error codes** section

For example, see the API [/v2/authorizations/applyToken](#). || Added the `onUnhandledRejection` function in [Register Mini Program](#).

Added the following topics:

- Added [Obtain basic user information](#).
- Added [Use TradeNO to Pay in Mini Program](#).
- Added [Use OrderStr to Pay in Mini Program](#).
- Added [Use PaymentUrl to Pay in Mini Program](#). || Added the `SEND_MESSAGE` scope in the [my.getAuthCode](#) API.

Added the following JS APIs:

- [my.offAppHide](#)
- [my.offAppShow](#)
- [my.onAppHide](#)
- [my.onAppShow](#)
- [my.offError](#)
- [my.onError](#)
- [my.offUnhandledRejection](#)
- [my.onUnhandledRejection](#)
- [my.openDocument](#)

Added the following extended components:

- [Container](#)
- [Title](#)
- [List-item](#)
- [List-secondary](#)
- [Coupon](#)
- [Terms](#)
- [Tag](#)
- [Mask](#)
- [Guide](#)
- [Avatar](#)
- [Verify Code](#)
- [Long Password](#)
- [Multi Liner](#)
- [Button](#)
- [Am-switch](#)

- [AMRadio](#)
- [Alphabet](#)
- [Loading](#) || Deleted Focus property in the `input` component. |

Feb, 2021

||||---|---|| **Change | Description** || Developing Mini Programs | Optimize the whole OpenAPI [Overview](#) chapter, mainly including the following points:

Request related changes:

- [Request URL](#)
- [Request structure figure](#), where the red asterisk is removed from the diagram
- [Request header](#), where the Agent-Token field is removed because it is not used in Mini Program.

Request related changes:

- [Response structure figure](#), where the red asterisk is removed from the diagram
- [Response header](#), where the traceId field is added. |

Jan, 2021

||||---|---|| **Change | Description** || Using Mini Program Platform | The Product Guide is now updated with instructions on the mini program platform features.

The following features are new:

Two-factor authentication

You can now set the two-factor authentication to protect your account under [Settings](#). See [Two-Factor Authentication](#) for more information.

Customized analysis

In addition to the existing default analysis, you can perform the customized analysis by events. See [Manage Events](#) for more information. || About Mini Program | Added the [Glossary](#)

Added the [FAQs](#) || Design Guidelines | Added [Mini Program design guidelines for user permission requests](#). |

Dec, 2020

||||---|---|| **Change | Description** || Using Mini Program Platform | [Analytics](#)

The dashboard is now available for you to track the data of Unique Visitors (UV) and Page Views (PV). You can see the following two pages:

- [Performance](#)
- [Real-Time Analysis](#)

[Settings](#)

Make sure you save the version so that the changes you make become effective.

Search for a mini program

You can now search for a mini program by the name or ID of the mini program. See [Manage Mini Program](#) for more information. || Developing Mini Programs | The [Developer's Guide](#) is now updated with instructions on mini program development. Developers can view the details and checklist to quickly get started. || The Open API

paths in the [Capabilities](#) topic is updated as Open APIs have different versions.

In addition, user address is added to the following APIs:

- `/v1/customers/user/inquiryUserInfoByAccessToken` and
`/v2/users/inquiryUserInfo`, in the data type of the `userInfo` property,
 add `userAddresses`

- `my.getAuthCode` || The following JSAPIs are added:

- [my.getUpdateManager](#)
- [UpdateManager Overview](#)
- [UpdateManager.applyUpdate](#)
- [UpdateManager.onCheckForUpdate](#)
- [UpdateManager.onUpdateReady](#)
- [UpdateManager.onUpdateFailed](#)
- [my.compressImage](#)

The following JSAPIs are updated:

- [my.request](#): added the error code 2 and changed the original error code 11 to 4.
- [my.getSystemInfo](#): modified the description of the `language` field. || The following Open APIs are created or updated:

Updated: (The followings are [Open APIs](#) for merchants)

- `/v2/users/inquiryUserInfo` and `/v2/messages/sendInbox` : for the `authClientId` property, change from M (mandatory) to O (optional).
 - `/v2/users/inquiryUserInfo` : In the `userInfo` field, add `loginIdInfos` and `contactInfos`.
 - `/v2/payments/pay` : for the `appId` field, change it from O (optional) to M (mandatory)
 - .
 - `/v2/messages/sendInbox` : for the `templates` field, change its type to `Array<ContentTemplate>`
- New: (The followings are new [Open APIs](#) for wallets)
- `/v2/miniprogram/qrcode/create`
 - `/v2/miniprogram/serviceProxy`
 - `/v2/platform/message/send`

Nov, 2020

||||---|---|| **Change | Description** || Using Mini Program Platform | A [video](#) is available for you to quickly learn the product features.

The following new features are available

Mini Program Type

- Default (DSL): Native mini program
- PWA (HTML5): Progressive Web App (PWA)

Settings:

- Define the Copyright Notice
- Define the email SMTP port and enable the SSL connection || Developing Mini Programs | The following JSAPIs are updated:
- [my.prompt](#): for Android the default value of `align` is changed from **left** to **center**
- [my.uploadFile](#): update the description of `fileType`

The following JSAPIs are new:

Location

- [my.chooseLocation](#)
- [my.openLocation](#)

Share

- [my.showSharePanel](#)

- onShareAppMessage

The Map component is added with the following JS APIs:

- my.createMapContext(mapId)
- MapContext.clearRoute
- MapContext.gestureEnable
- MapContext.getCenterLocation
- MapContext.moveToLocation
- MapContext.showRoute
- MapContext.showsCompass
- MapContext.updateComponents || Developing Mini Programs | For the following types of Open APIs, `payments-core`, `payments-standard`, `oauths-standard`, `miniprogram`, and `customers`, the new version `1.2.x` of API Specifications is provided, based on which, all APIs path starts from `v2`. For example, `/v2/payments/pay`.

Except for the version upgrade, compared with the earlier version, there are lots of interface property changes. For details, see the following Open APIs section.

Open APIs

For details of each Open API, see [Open APIs](#)

Nov 27, 2020

||||---|---|| **Change | Description** || /v2/authorizations/revoke | - Rename `/v2/authorizations/cancelToken` to `/v2/authorizations/revoke`
 - For the `authClientId` property, change its data type from `String (32)` to `String (128)` ||
`/v2/authorizations/applyToken`
`/v2/authorizations/revoke`
`/v2/users/inquiryUserInfo`
`/v2/messages/sendInbox` | For the `authClientId` property, change its data type from `String (32)` to `String (128)` || API fundamentals | Update the **Request URL** section || Data dictionary | Editorial changes (e.g. remove the yellow and red display) |

Nov 23, 2020

The following changes are applied for Mini Programs to align with AMS standard.

||||---|---|| **Change | Description** || /v2/authorizations/applyToken | In the request body, change code to `authCode` || /v2/authorizations/cancelToken | In the request body, add the `authClientId` property || /v2/users/inquiryUserInfo | - Change the API path from `/v2/customers/user/inquiryUserInfoByAccessToken` to `/v2/users/inquiryUserInfo`
 - In the Response, change the `OpenUserInfo` object name to `User` ||
`/v2/messages/sendInbox` | Change the API path from `/v2/customers/message/sendInboxByAccessToken` to `/v2/messages/sendInbox` ||
`/v2/payments/pay` | In the request body:
 - Move the `env` object to the `Order` object
 - Delete the `merchantMCC` property || `/v2/payments/refund` | In the request body, delete the `order` object || Data Dictionary | Change the `OpenUserInfo` object name to `User` || In the `OpenUserInfo` object, change `birthdate` to `birthDate` || In the `PaymentMethod`

object, change extendMetaData to paymentMethodMetaData || In the Order object, change the data type of goods to Array<Goods> || In the Address object: remove the duplicated label property |

Nov 19, 2020

- For the payments OpenAPI, the OpenAPI specification is upgraded to v1.2.4.

||||---|---|| **Change | Description** || /v2/payments/pay | In the response body, change from the ActionForm object to the RedirectActionForm object || Data Dictionary | Add the RedirectActionForm object || Remove the env property from the Order object |

Nov 17, 2020

- For the payments OpenAPI, the OpenAPI specification is upgraded to v1.2.3.

||||---|---|| **Change | Description** || /v2/payments/pay | Update the description of the productCode property || Update the paymentFactor object in the API request body as follows:

Add the following properties:

- needSurcharge
- isDeferredPayment
- needCheckCompliance
- needOtpVerification
- isCrossborderSettlement
- inStorePaymentScenario

Delete the following properties:

- isOrderCode
- isPaymentCode
- isAgreementPay || Add the env and merchantMCC properties in the API request body ||

- For the authorizations OpenAPI, the OpenAPI specification is upgraded to v1.2.1.

||||---|---|| **Change | Description** || /v2/authorizations/applyToken | - remove the referenceClientId property from the request body
- For the authClientId property, change from M to O || /v2/authorizations/cancelToken | remove the authClientId property from the request body |

Nov 5, 2020

- For the customers OpenAPI, the OpenAPI specification is upgraded to 1.2.0

||||---|---|| **Change | Description** || /v2/customers/message/sendInboxByAccessToken | Add this new API || /v2/customers/user/inquiryUserInfoByAccessToken | - Add the authClientId property
- In the Response sample, modify the userName property by adding the firstName and lastName sub-properties |

- For the miniprogram OpenAPI, the OpenAPI specification is upgraded to 1.2.0

||||---|---|| **Change | Description** || /v2/miniprogram/message/send | Add this new API |

- For the authorizations OpenAPI, theOpenAPI specification is upgraded to 1.2.0

||||---|---|| **Change | Description** || /v2/authorizations/applyToken | - In the Sample, add the description: The access token should be kept in the merchant server only, which means that it should not be returned to the Mini Program.

- Add the authClientId property
- Rename the authCode property to Code || /v2/authorizations/cancelToken | Add the following property:
- authClientId |

- For the payments OpenAPI, theOpenAPI specification is upgraded to 1.2.0, 1.2.1, and 1.2.2

||||---|---|| **Change | Description** || /v2/payments/pay | Delete the following properties:

- partnerId
- paymentAuthCode
- paymentOrderTitle
- paymentToken
- delete the isCashierPayment field of the paymentFactor property

Add the following properties:

- salesCode
- order (replace the original `extraParams` with order)

Rename the following properties

- from paymentReturnUrl to paymentRedirectUrl
- from paymentMethods to paymentMethod

Other changes:

- productCode: change the description || /v2/payments/inquiryPayment | Delete the following properties:

- paymentFailReason
- authExpiryTime || /v2/payments/notifyPayment | Delete the following properties:
- partnerId
- paymentStatus
- paymentFailReason

Add the following properties:

- paymentResult || /v2/payments/refund | Delete the following properties:
- partnerId

Add the following properties:

- order || /v2/payments/inquiryRefund | Delete the following property:
- partnerId |

- For others

||||---|---|| **Change | Description** || Data dictionary | - Change the EnvInfo object to Env

- Change the birthday property to birthdate
- For the Order object:
- Add the Merchant and env properties
- Change the description for the orderAmount property
- Modify its following "required" properties: referenceOrderId, orderDescription, orderAmount, Merchant
- For the Result object, change all properties from M (mandatory) to O (optional) || API

Fundamental | - Add more description for the **Request URL**

- In the **Response header** section, add details about the response structure || Call an API |

Add a new chapter, where signing a request and validating the response signature are documented |

Oct, 2020

The following table describes important changes in each release since Oct, 2020.

|||| --- | --- || **Change | Description** || Getting Started | [Getting Started for Merchant On-Boarding](#) is now available for merchants to quickly create a developer workspace. ||

Using Min Program Platform | The following new features are available:

- [QR Code for Testing](#)
- [Whitelist for Gray Box Testing](#)

In addition, the product user guide is updated for you to easily use the Mini Program Platform. The following new topics are added for you to see the detailed features:

- [Manage Mini Programs](#)
- [Manage Workspace](#)
- [Authorization](#)
- [Approvals](#)
- [Manage Apps](#)
- [Manage Feedback](#)
- [Members](#)
- [Features](#)

For more information, see these guides under [Using Mini Program Platforms](#). ||

Developing Mini Programs | A new API [my.chooseFileFromDisk](#) is now available for you to choose a file to upload. You can also view the details of the file or delete the file you have added.

The Appx is now updated to 1.24.6 version. You need to make sure you use the Appx with 1.24.6 or higher versions in order to use the following APIs:

- [my.getSiteInfo](#)
- [my.signContract](#)

The [my.request](#) API is updated with error code descriptions when the server or H5 domain whitelist is not configured.

For more information, see these API references under [Developing Mini Program > References > JSAPI](#).

The [Capabilities](#) description is now available for you to see the API capabilities:

- [User Information Capability](#)
- [Payment Capability](#)

For more information, see [Developing Mini Program > Working with Mini Program > Capabilities](#). || User Experience Design Guidelines | The design guideline for food and beverage industry is now available. You can use the guidelines to design the industry-specific mini programs. |

Sept, 2020

The following table describes important changes in each release since Sept, 2020.

||||---|---|| **Change | Description** || Getting Started | The new topic is introduced to help you quickly start with the Mini Program Platform. || App Container | A feature description of App Container is now added. || Structural Changes | The structure of documentation is updated. You can quickly get the information that you need with an organized structure below:

- *About Mini Program*: See the introduction.
- *Getting Started*: Quickly getting started with
- *Developing Min Program*: Get the developer guide and references, such as JSAPIs and Open APIs.

- *Using Min Program Platform*: See the user manual of the platform product.
 - *User Experience Design Guidelines*: Check the design details and guidelines.
 - *Document History*: See what's new in the latest release and the document history.
 Using *Min Program Platform* | The product user guide is updated for you to easily use the Mini Program Platform. The following new topics are added for you to see the detailed features:

- *Manage Mini Programs*
- *Manage workspace*
- *Authorization*
- *Approvals*
- *Manage Apps* || Open API | The Open API reference /v1/payments/pay is updated with a request parameter appId. You can get the mini program ID, based on which you can conduct marketing campaigns. |

Aug, 2020

The following table describes important changes in each release since Aug, 2020.

||||---|---|| **Change | Description** || Mini Program Studio | Editorial changes to the developer tool. || Mini Program Development Platform | The platform product guide is now available with the following features:

- Overview topic
- Member roles description and authorizations for each role
- Workflows and detailed explanation on the procedures
- Quality for each mini program in the workspace
- Analytics to see a visualized form of data

See the latest guides under ***Getting Started => Working with Mini Program Platform***.

The **settings** feature is now available for workspace admins on the platform. Check the detailed description in the product guide. || API References | The movable-view and movable-area View Containers are added to the Components.

The following APIs are added:

- my.hideBackHome
- Tab bar FAQ
- my.watchShake
- my.onAccelerometerChange
- my.offAccelerometerChange
- my.onCompassChange
- my.offCompassChange
- my.onMemoryWarning
- my.offMemoryWarning

- my.getPhoneNumber

See the latest references under **Getting Started => Working with Mini Program => References.** |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/history/last-release-note

Documentation {#documentation}

Documentation

The Mini Program technology is the answer to rapid mobile app development. Mini Programs are sub-applications that run inside the mobile app. You can access various services and features on Mini Programs without the need to install additional applications. Discover guides, tutorials and references to quickly get started.

Quick Start

Learn how to release your first Mini Program:

- Apply for an account in the Mini Program Platform
- Create a workspace and assign roles for admins (tenants) and developers
- Create a Mini Program in the workspace
- Build the Mini Program in the developer console
- Submit the Mini Program for approval

[Get Started](#)

[What's New](#)

See the latest release note here

- [What's New](#)

[Platform Product Guide](#)

Learn product features to use the Mini Program Platform product

- [Using Mini Program Platform](#)
- [Manage Mini Programs](#)

[Developer Guide](#)

Get started to use the Mini Program Studio and other references to develop a Mini Program

- [Working with Mini Programs](#)
- [Mini Program Studio](#)
- [About App Container](#)

API References

Bookmark the API reference docs for the Mini Program development

- [Java Script APIs](#)
- [Open APIs](#)
- [Framework](#)

UX Design Guidelines

Dip into the rich UI component available in Mini Program development

- [Navigation](#)
- [Feedback](#)
- [Interface](#)

Source: <https://miniprogram.gcash.com/docs/>

Error codes {#error-codes}

Last updated: 2021-05-09

Path: miniprogram_gcash

Error codes

2021-05-09 18:43

If an error occurs when you call an API, an error response is returned, where [the result object](#) indicates the error code (`resultCode`) and error message (`resultMessage`). You can use error codes and messages to troubleshoot issues.

Error codes are usually classified into the following categories:

- [Common error codes](#): are common for all Mini Program OpenAPIs.
- [API-specific error codes](#): are dedicated to a specific OpenAPI.

Common error codes

The following table lists all common error codes for Mini Program OpenAPIs. If you do not find an error code in the following table, it means that the error code is not common, but dedicated to a specific OpenAPI (see the following [API-specific error codes](#) section).

	resultCode	resultMessage	resultStatus	Action to do
PROCESS_FAIL	A general business failure occurred. Do not retry.	F	Human intervention is usually needed. It is recommended that you contact Mini Program Technical Support to troubleshoot the issue.	PARAM_ILLEGAL
				Illegal parameters.

For example, non-numeric input, invalid date. | F | Check and verify whether the request fields (including the header fields and body fields) of the current API are correct and valid.

For details, see the specific API specification, for example, [the applyToken API specification](#). || INVALID_API | The called API is invalid or not active. | F | Check whether the current API name is used by mistakes when the API is called. || ACCESS_DENIED | Access is denied | F | Need to check the resultMessage of the current API specification for details. For example, [the applyToken API specification](#). || REQUEST_TRAFFIC_EXCEED_LIMIT | The request traffic exceeds the limit. | F | - The party that calls APIs needs to reduce the API calling frequency, or - The API service provider needs to increase the traffic limit or threshold. || EXPIRED_ACCESS_TOKEN | The access token is expired. | F | Renew the access token by calling the applyToken API ([/v1/authorizations/applyToken](#) or [/v2/authorizations/applyToken](#)) || UNKNOWN_EXCEPTION | An API calling is failed, which is caused by unknown reasons. | U | Trying to re-call the API might help to resolve the issue. |

API-specific error codes

For error codes that are dedicated to a specific API, see the **Result** section in each API specification, for example, [the applyToken API specification](#).

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Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/error_codes

Error codes {#error-codes}

Last updated: 2022-07-07

Path: miniprogram_gcash

Error codes

2022-07-07 17:08

If an error occurs when you call an API, an error response is returned, where the object `result` indicates the error code (`resultCode`) and error message (`resultMessage`). You can use error codes and messages to troubleshoot issues.

Error codes are usually classified into the following categories:

- [Common error codes](#): are common for all Mini Program OpenAPIs.
- [API-specific error codes](#): are dedicated to a specific OpenAPI.

Common error codes

The following table lists all common error codes for Mini Program OpenAPIs. If you do not find an error code in the following table, it means that the error code is not common, but dedicated to a specific OpenAPI.

		Error code	Result status	Error message	Further action
	---	PROCESS_FAIL	F	A general business failure occurred. Do not retry. Contact technical support to troubleshoot the issue.	PARAM_ILLEGAL F Illegal parameters. For example, non-numeric input, invalid date. Check and verify whether the request fields (including the header fields and body fields) of the current API are correct and valid. For example, /v1/authorizations/applyToken . INVALID_API F The called API is invalid or not active. Check whether the current API name is used by mistakes when the API is called. ACCESS_DENIED F Access is denied Need to check the <i>resultMessage</i> of the current API specification for details. For example, /v1/authorizations/applyToken . REQUEST_TRAFFIC_EXCEED_LIMIT F The request traffic exceeds the limit. - The party that calls APIs needs to reduce the API calling frequency, or - The API service provider needs to increase the traffic limit or threshold. UNKNOWN_EXCEPTION U An API calling is failed, which is caused by unknown reasons. Trying to recall the API might help to resolve the issue.

API-specific error codes

For error codes that are dedicated to a specific API, see the **Error codes** section in each API specification, for example, [/v1/authorizations/applyToken](#).

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/error_codesv2

Event Introduction {#event-introduction}

Last updated: 2021-05-10

Path: miniprogram_gcash

Event Introduction

2021-05-10 03:43

What is event?

- Event is the way of communication from the view layer to logic layer.
- The event feeds user behaviors back to logic layer for handling.

- Event can be bound to component. When the trigger condition happens, the corresponding event handler is executed in the logic layer.
- Event object can carry additional information, such as id, dataset and touches.

Usage

If you want to bind an event handler in a component, for example onTap, you need to define the onTap function in the Page object in the relative .js file.

copy

```
<view id="tapTest" data-hi="Mini Program" onTap="tapName">
  <view id="tapTestInner" data-hi="Mini Program Inner">
    Click me!
  </view>
</view>
```

In the relative Page, tapName should be defined to handle the event, and the parameter of the function is event.

copy

```
Page({
  tapName(event) {
    console.log(event);
  },
});
```

The console output

copy

```
{
  "type": "tap",
  "timeStamp": 1550561469952,
  "target": {
    "id": "tapTestInner",
    "dataset": {
      "hi": "Mini Program"
    },
    "targetDataset": {
      "hi": "Mini Program Inner"
    }
  },
  "currentTarget": {
    "id": "tapTest",
    "dataset": {
      "hi": "Mini Program"
    }
  }
}
```

In the use of components (basic component, extended component and custom component), the events available in the component depends on the support of the component itself. The supported events are specified clearly in the document of the specific component.

Event Type

The events fall into bubbling events and non-bubbling events:

1. **Bubbling events:** With `on` as the prefix, when the event of a component is triggered, the event is transferred to parent node.
2. **Non-bubbling events:** With `catch` as the prefix, when the event of a component is triggered, the event is not transferred to parent node.

The event binding is written is the same as component attribute in form of `key, value`.

- The key starts with `on` or `catch`, followed by event type, such as `onTap` and `catchTap`.
- The value is a string corresponding to the name of function defined in the Page. Error is reported when no trigger event exists.

copy

```
<view id="outer" onTap="handleTap1">
  view1
  <view id="middle" catchTap="handleTap2">
    view2
    <view id="inner" onTap="handleTap3">
      view3
    </view>
  </view>
</view>
```

In the above codes, clicking `view3` triggers `handleTap3` and `handleTap2` (because tap event bubbles to `view2` while `view2` prevents tap event bubbling and does not transfer to parent node). Clicking `view2` triggers `handleTap2`; clicking `view1` triggers `handleTap1`.

All bubbling events:

||||---|---|| **Type | Trigger condition** || touchStart | Start of touch action. || touchMove | Move after touch. || touchEnd | End of touch action. || touchCancel | Touch action interrupted, such as incoming call and pop-up. || tap | Touch and leave immediately. || longTap | Touch and leave after 500ms. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_event-system_event-introduction

Event Introduction {#event-introduction}

Last updated: 2022-07-03

Path: miniprogram_gcash

Event Introduction

2022-07-03 18:44

What is event?

- Event is the way of communication from the view layer to logic layer.
- The event feeds user behaviors back to logic layer for handling.
- Event can be bound to component. When the trigger condition happens, the corresponding event handler is executed in the logic layer.
- Event object can carry additional information, such as id, dataset and touches.

Usage

If you want to bind an event handler in a component, for example `onTap`, you need to define the `onTap` function in the Page object in the relative `.js` file.

copy

```
<view id="tapTest" data-hi="Mini Program" onTap="tapName">
  <view id="tapTestInner" data-hi="Mini Program Inner">
    Click me!
  </view>
</view>
```

In the relative Page, `tapName` should be defined to handle the event, and the parameter of the function is `event`.

copy

```
Page({
  tapName(event) {
    console.log(event);
  },
});
```

The console output

copy

```
{
  "type": "tap",
  "timeStamp": 1550561469952,
  "target": {
    "id": "tapTestInner",
    "dataset": {
      "hi": "Mini Program"
    },
    "targetDataset": {
      "hi": "Mini Program Inner"
    }
  },
  "currentTarget": {
    "id": "tapTest",
    "dataset": {
      "hi": "Mini Program"
    }
  }
}
```

In the use of components (basic component, extended component and custom component), the events available in the component depends on the support of the component itself. The supported events are specified clearly in the document of the specific component.

Event Type

The events fall into bubbling events and non-bubbling events:

1. **Bubbling events:** With `on` as the prefix, when the event of a component is triggered, the event is transferred to parent node.
2. **Non-bubbling events:** With `catch` as the prefix, when the event of a component is triggered, the event is not transferred to parent node.

The event binding is written is the same as component attribute in form of `key, value`.

- The key starts with `on` or `catch`, followed by event type, such as `onTap` and `catchTap`.
- The value is a string corresponding to the name of function defined in the Page. Error is reported when no trigger event exists.

copy

```
<view id="outer" onTap="handleTap1">
  view1
  <view id="middle" catchTap="handleTap2">
    view2
    <view id="inner" onTap="handleTap3">
      view3
    </view>
```

```
</view>
</view>
```

In the above codes, clicking view3 triggers handleTap3 and handleTap2 (because tap event bubbles to view2m while view2 prevents tap event bubbling and does not transfer to parent node). Clicking view2 triggers handleTap2; clicking view1 triggers handleTap1.

All bubbling events:

```
||||---|---|| Type | Trigger condition || touchStart | Start of touch action. || touchMove  
| Move after touch. || touchEnd | End of touch action. || touchCancel | Touch action  
interrupted, such as incoming call and pop-up. || tap | Touch and leave immediately. ||  
longTap | Touch and leave after 500ms. |
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_event-system_event-introduction

Event Object {#event-object}

Last updated: 2021-05-09

Path: miniprogram_gcash

Event Object

2021-05-09 18:43

When the component triggers the event, the event handler bounded with the logic layer receives an event object.

BaseEvent

BaseEvent basic event object attribute list:

```
|||||---|---|---|| Property | Type | Description || type | String | Event type. ||  
timeStamp | Integer | Event generated timestamp. || target | Object | Attribute value set of  
the component triggering the event. |
```

Type

Type: Event type

Timestamp

timeStamp: Event generated timestamp

Target

dataset define data in component, and the data is transferred via event to the logic layer. Start with **data-** and use hyphen – to connect multiple words which must be in lower case (upper case automatically converted into lower case). For example, the **data-element-type** will eventually convert the hyphen into hump **elementType** in the **event.target.dataset**.

Sample codes:

copy

```
<view data-alpha-beta="1" data-alphaBeta="2" onTap="bindViewTap">
DataSet Test </view>
```

copy

```
Page({
  bindViewTap:function(event){
    event.target.dataset.alphaBeta === 1 // - Will convert into hump
writing
    event.target.dataset.alphabeta === 2 // Upper case converted into
lower case
  }
})
```

Target: source component object that triggers the event, attribute list:

	Property	Type	Description
id	String	Event source component id.	
tagName	String	Current component type.	
dataset	Object	Set of custom attributes starting with data- on component bound with the event.	
targetDataset	Object	Set of custom attributes starting with data- on component actually triggering the event.	

CustomEvent

CustomEvent custom event object attribute list (inherited from BaseEvent)

	Property	Type	Description
detail	Object	Additional information.	

Detail

Data carried in custom event The form component event carries user entry information. For example, the switch component, when **onChange** trigger, gets user selected status value via **event.detail.value**. The media error event carries error information. **For details, see the component document event description.**

TouchEvent

TouchEvent touch event object attribute list (inherited from BaseEvent)

--- --- ---	Property	Type	Description
touches	Array	Array of touch point information staying current on the screen.	
changedTouches	Array	Array of touch point information changing currently.	

The touches is an array. Each of its elements is a Touch object (the touches carried in the **canvas** touch event is the CanvasTouch array), indicating the touch point staying on the screen.

changedTouches data format is the same as touches. Indicates changing touch point, such as from none to start (touchstart), location change (touchmove), from touch to end (touchend, touchcancel).

Touch Object

--- --- ---	Property	Type	Description
identifier	Number	Touch point identifier.	
pageX, pageY	Number	Distance to the document upper-left corner, the upper-left corner as origin, horizontal direction as x axis and vertical direction as y axis.	
clientX, clientY	Number	Distance to the displayable region of page (screen except for navigation bar), the upper-left corner as origin, horizontal direction as x axis and vertical direction as y axis.	

CanvasTouch Object

--- --- ---	Property	Type	Description
identifier	Number	Touch point identifier.	
x, y	Number	Distance to the Canvas upper-left corner, the Canvas upper-left corner as origin, horizontal direction as x axis and vertical direction as y axis.	

Sample

Take touchMove event as an example, when user touch the following component.

copy

```
<view class="move-view" onTouchMove="touchMoveHandle">
</view>
```

The touchMoveHandle will be invoked in the page, the TouchEvent will act as the parameter.

copy

```
Page({
  touchMoveHandle(e){
    console.log(e)
  }
});
```

The console output

copy

```
{
  "type": "touchMove",
  "timeStamp": 1562241425847,
  "target": {
    "targetDataset": {},
    "tagName": "view",
    "dataset": {},
    "offsetLeft": 0,
    "offsetTop": 0
  },
  "currentTarget": {
    "tagName": "view",
    "dataset": {},
    "offsetLeft": 0,
    "offsetTop": 0
  },
  "touches": [
    {
      "clientX": 49.69140625,
      "clientY": 54.1640625,
      "identifier": 0,
      "pageX": 49.69140625,
      "pageY": 54.1640625
    }
  ],
  "changedTouches": [
    {
      "clientX": 49.69140625,
      "clientY": 54.1640625,
      "identifier": 0,
      "pageX": 49.69140625,
      "pageY": 54.1640625
    }
  ]
}
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_event-system_event-object

Event Object {#event-object}

Last updated: 2022-07-03

Path: miniprogram_gcash

Event Object

2022-07-03 18:44

When the component triggers the event, the event handler bounded with the logic layer receives an event object.

BaseEvent

BaseEvent basic event object attribute list:

||||| --- | --- | --- || **Property** | **Type** | **Description** || type | String | Event type. ||
 timeStamp | Integer | Event generated timestamp. || target | Object | Attribute value set of
 the component triggering the event. |

Type

Type: Event type

Timestamp

timeStamp: Event generated timestamp

Target

dataset define data in component, and the data is transferred via event to the logic layer. Start with data- and use hyphen – to connect multiple words which must be in lower case (upper case automatically converted into lower case). For example, the data-element-type will eventually convert the hyphen into hump elementType in the event.target.dataset.

Sample codes:

copy

```
<view data-alpha-beta="1" data-alphaBeta="2" onTap="bindViewTap">
DataSet Test </view>
```

copy

```
Page({
  bindViewTap:function(event){
    event.target.dataset.alphaBeta === 1 // - Will convert into hump
writing
    event.target.dataset.alphabeta === 2 // Upper case converted into
lower case
  }
})
```

Target: source component object that triggers the event, attribute list:

Property	Type	Description
id	String	Event source component id.
tagName	String	Current component type.
dataset	Object	Set of custom attributes starting with data- on component bound with the event.
targetDataset	Object	Set of custom attributes starting with data- on component actually triggering the event.

CustomEvent

CustomEvent custom event object attribute list (inherited from BaseEvent)

Property	Type	Description
detail	Object	Additional information.

Detail

Data carried in custom event. The form component event carries user entry information. For example, the switch component, when onChange trigger, gets user selected status value via event.detail.value. The media error event carries error information. **For details, see the component document event description.**

TouchEvent

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Property	Type	Description
touches	Array	Array of touch point information staying current on the screen.
changedTouches	Array	Array of touch point information changing currently.

The touches is an array. Each of its elements is a Touch object (the touches carried in the **canvas** touch event is the CanvasTouch array), indicating the touch point staying on the screen.

changedTouches data format is the same as touches. Indicates changing touch point, such as from none to start (touchstart), location change (touchmove), from touch to end (touchend, touchcancel).

Touch Object

Property	Type	Description
identifier	Number	Touch point identifier.
pageX, pageY	Number	Distance to the document upper-left corner, the upper-left corner as origin, horizontal direction as x axis and vertical direction as y axis.
clientX, clientY	Number	Distance to the displayable region of page (screen except for navigation bar), the upper-left corner as origin, horizontal direction as x axis and vertical direction as y axis.

CanvasTouch Object

||||| --- | --- | --- || **Property** | **Type** | **Description** || identifier | Number | Touch point identifier. || x, y | Number | Distance to the Canvas upper-left corner, the Canvas upper-left corner as origin, horizontal direction as x axis and vertical direction as y axis. |

Sample

Take touchMove event as an example, when user touch the following component.

copy

```
<view class="move-view" onTouchMove="touchMoveHandle">
</view>
```

The touchMoveHandle will be invoked in the page, the TouchEvent will act as the parameter.

copy

```
Page({
  touchMoveHandle(e){
    console.log(e)
  }
});
```

The console output

copy

```
{
  "type": "touchMove",
  "timeStamp": 1562241425847,
  "target": {
    "targetDataset": {},
    "tagName": "view",
    "dataset": {},
    "offsetLeft": 0,
    "offsetTop": 0
  },
  "currentTarget": {
    "tagName": "view",
    "dataset": {},
    "offsetLeft": 0,
    "offsetTop": 0
  },
  "touches": [
    {
      "clientX": 49.69140625,
      "clientY": 54.1640625,
      "identifier": 0,
      "pageX": 49.69140625,
```

```

    "pageY": 54.1640625\
  }\
],
"changedTouches": [
  {
    "clientX": 49.69140625,\
    "clientY": 54.1640625,\
    "identifier": 0,\
    "pageX": 49.69140625,\
    "pageY": 54.1640625\
  }\
]
}

```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_event-system_event-object

Event management and analysis {#event-management-and-analysis}

Last updated: 2022-07-07

Path: miniprogram_gcash

Event management and analysis

2022-07-07 17:08

This topic introduces the event management and analysis functions that are provided by the Mini Program platform. To learn more about how to manage and analyze events, see [How to customize your analysis](#).

Event management

What are events?

Events are triggered when users interact with your mini programs. When an event is triggered, data are collected and you can analyze user behavior. Based on the data analysis, you can visualize the performance of your mini programs and get continuous feedback on how to improve your product strategy.

For example, by adding events for a shopping mini program, you can identify the most popular products among your users. This information can then inform your strategy on developing similar products that will convert users.

What are event fields?

Data of an event consist of default fields and customized fields. The data of default fields are collected from systems on user devices, such as location and device type. The data of customized fields are collected from user actions, such as the act of clicking a product details page.

Under **My Analysis > Manage Event > Field List**, you can view the list of default fields and customized fields.

Currently, the field type supports integer and string.

Features

You can manage events in the following ways:

- View the event and field list

On the **Manage Event** page, you can view all events and fields. If no event is available, you can click the **+ New Event** button to create an event.

- Define an event

You can define an event by specifying the event name and data reporting method of the event. Currently, Data Reporting by Self-Defined Actions is supported.

- Publish an event

After confirming all required information of an event, you can publish the event. Once an event is live, it will start collecting data immediately.

- Modify an event

You can modify the event configuration regardless of whether the event is published or not. If a published event is modified, you must publish the event again to update the changes.

- Delete an event

You can delete the event. This action cannot be reversed, and a deleted event cannot be republished. However, you can create a new event with the same event name and configurations. In this way, you can see the data collected previously under **My Analysis** and continue to use this event to collect data. If either the event name or the configuration is inconsistent with the original event, all the data collected previously won't be displayed under **My Analysis**.

Event analysis

What is event analysis?

Event analysis is the customized analysis based on events. By selecting the required analysis conditions, you can see the data that reflects user's behavior, such as count of placing orders.

What are analysis conditions?

During the event analysis, the following analysis conditions might be involved:

- **Event:** The event to be analyzed.
- **Metric:** The dimension that you want to analyze for the event. For all events, you can select the following two default metrics:
 - Page view: A default metric that indicates the number of times the page is viewed.
 - Unique visitor: A default metric that indicates the number of users who view the page. One user with multiple views is still counted as one unique visitor.

In addition to these two default metrics, you can also select customized metrics, which are the fields defined in the event, for analysis.

- **Filter:** Filter conditions of the customized metrics that are selected. For example, the metric *productPrice* is selected and you can set the filter condition as *productPrice* equal to 10.
- **Date Range:** The period when events are triggered.
- **Time Granularity:** Currently the time granularity supports daily and hourly.

Features

The event analysis function enables you to do the following:

- Set conditions for the event analysis

You can select an event for data analysis and set the following conditions:

- Metric
- Filter conditions of the metric
- Date range
- Time granularity
- View analysis result

You can view the analysis result in the form of table or graph.

More information

[Analytics](#)

[Data Reporting by Self-Defined Actions](#)

[How to customize your analysis](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/manage-event

Extended Component Reference {#extended-component-reference}

Last updated: 2022-07-07

Path: miniprogram_gcash

Extended Component Reference

2022-07-07 17:08

Layout Navigation

||||---|---|| **Component Name** | **Function Description** || [Container](#) | Make the style of all elements in the container more consistent, such as margins between elements. || [Title](#) | Display the title of each page. || [List](#) | List || [List-item](#) | Customize items in a list. || [List-secondary](#) | Display the additional information on the right side of the list item. || [Tabs](#) | Tabs allow the user to switch between different views in landscape. || [VTabs](#) | Vtabs allow the user to switch between different views in vertical. || [Card](#) | Card. || [Coupon](#) | Display the coupon, red packet, and ticket that can be redeemed by users. || [Grid](#) | Grid. || [Steps](#) | Show the progress bar as per the steps. || [Footer](#) | Show the page footer. || [Terms](#) | Users must agree with terms before using or activating the service. || [Flex](#) | Flex layout. || [Pagination](#) | Pagination. || [Collapse](#) | Collapse panel. |

Float

||||---|---|| **Component Name** | **Function Description** || [Popover](#) | Popover. || [Filter](#) | Use as tab filter. || [Modal](#) | Dialog box. || [Popup](#) | Popup menu. |

Result

||||---|---|| **Component Name** | **Function Description** || [PageResult](#) | Page result. || [Message](#) | Message. |

Guide

|||| --- | --- || **Component Name** | **Function Description** || Tips | Tips. || Notice |
Notice. || Badge | Red dot, number or text used to tell the user the number of things or
updates to be handled. || Tag | Highlight the information, such as the warning. || Mask |
Display the pop-up element with a mask. || Guide | Teach users to use features on a mask.
|| Avatar | Display avatars. |

Form

|||| --- | --- || **Component Name** | **Function Description** || InputItem | Text input. ||
Verify Code | Display the input box of the verification code. || PickerItem | Pick to input. ||
| Long password | Display the input box for the password. || Multi Liner | Allow users to
enter multiple lines of content in an input box. || AmountInput | Input money number. ||
Button | Allow users to perform actions or make choices. || Am-switch | Change the state
on or off. || SearchBar | Search box. || AMRadio | Allow users to select radio buttons. ||
AMCheckBox | Multiple check box. |

Gesture

|||| --- | --- || **Component Name** | **Function Description** || SwipeAction | Slide cell. |

Other

|||| --- | --- || **Component Name** | **Function Description** || Calendar | Calendar. ||
Stepper | Stepper. || AMIcon | Icons. || Alphabet | Arrange content in the alphabetical
order. || Loading | Display the loading animation. |

Experience Mini Program

Developers can use the Android Demo App to scan the QR code shown in the extended component documents.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_extended-component-reference

FAQs {#faqs}

Last updated: 2021-05-10

Path: miniprogram_gcash

FAQs

2021-05-10 13:12

Get answers to common questions about mini programs.

Mini program platform

Why does the request parameter error occur when I modify the mini program slogan and name?

The local CDN is not stable when the mini program image is uploaded. You can upload a new image and update the mini program information again.

Why do wallet admins not receive the notification of the approval request when mini program developers release mini programs in the sandbox environment?

Approval is required only when the mini program is released in the production environment. In other environments the mini program release is approved automatically.

Component

Why does the *No Privilege* error occur when using the WebView component?

You can try to solve the problem by the following checklist:

- Add required H5 domains to the whitelist under **Mini Program > Configuration > H5 Domain Whitelist**.
- Release the mini program in your environment, which can be sandbox environment, test environment, or development environment. Otherwise, the updated configuration does not take effect.

If you can't solve the problem with the provided solution, contact the technical support team of your site.

API

Why does the *JSAPI call denied* error occur when calling the my.request JSAPI?

You can try to solve the problem by the following checklist:

- Add the required server domains to the whitelist under **Mini Program > Configuration > Server Domain Whitelist**.
- Release the mini program in the sandbox environment, test environment, or development environment. Otherwise, the updated configuration does not take effect.
- Check whether the JSAPI is private. If the called JSAPI is private, get the permission to call the JSAPI from the wallet first.

Why is the error code 4006 returned when I call the getAuthCode JSAPI?

This error occurs because of the incorrect configurations at the merchant server side. You need to contact the server end developer for help.

Why does the *No privilege* error occur when I call some JSAPIs?

Check whether the JSAPI is private. If the called JSAPI is private, get the permission to call the JSAPI from the wallet first.

IDE

What's the maximum size of the mini program when uploading mini programs from IDE to the mini program platform?

The maximum size limit at the server side is 8MB. However, it's difficult to define the size limit of the source code because many factors impact the size of the packaged source code, such as image compressing. Currently the package for debugging on real devices has the maximum size. The file is stored in the directory as highlighted in the following figure. Except for this file, generally all files that are no more than 8MB can be uploaded.

Basic information

Does the mini program support SVG and gradient?

Yes. Progressive web apps (also referred as H5) and the image component in native mini programs support SVG. Progressive web apps support gradient. SVG is used in the user authentication, such as sliding the verification picture.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/about/faq

Features {#features}

Last updated: 2022-07-07

Path: miniprogram_gcash

Features

2022-07-07 17:08

You can define specific features according to your business requirements, in addition to the payment and user information capabilities that are available by default. For more information, see [Capabilities](#).

Features

You can perform the following activities:

- Create new features with the following details:
 - Feature Name (Mandatory)
 - Activation Access (Mandatory)
- Direct Access: You can have access to this feature immediately, without further requirements.
- Activation Needed: You need to fulfill the activation requirements before you can have access to this feature.
- Select APIs to construct the content of the feature

For more information on how APIs can combine to form a capability, see [Capabilities](#).

- View features in a list
- Change the following details of a feature
 - API Name

Choose the API name, you can see the details of the API

You can have a overview of the usage of this API, such as the API description, scenario, wallet name, security level, and so on.

Under the Info tab, you get basic information of the APIs, such as the input parameters, output parameters, sample codes, and error codes.

Under the Version History tab, , you can see the version and status of the JSAPI.

- Latest Version
- Created by
- Edited Date
- Track the version history of a feature

More Information

[Overview](#)

[Manage Mini Programs](#)

[Capabilities](#)

File reference {#file-reference}

Last updated: 2022-07-04

Path: miniprogram_gcash

File reference

2022-07-04 03:44

The axml provides two file reference methods: `import` and `include`

import

The import can load a defined template.

For example, a template named `item` was defined in the `item.axml`.

copy

```
<!-- item.axml -->
<template name="item">
    <text>{{text}}</text>
</template>
```

When `item.axml` is referenced in `index.axml`, the `item` template can be used.

copy

```
<import src="../item.axml"/>
<template is="item" data="{{text: 'forbar'}}"/>
```

The import has the concept of action scope. Only the template defined in the target file is imported, but the one imported into the target file is not imported.

For example, C import B, B import A, in C it is possible to use the template defined in B, in B it is possible to use the template defined in A, but in C it is impossible to use the template defined in A.

copy

```
<!-- a.axml -->
<template name="A">
    <text> A template </text>
</template>
```

copy

```
<!-- b.axml -->
<import src=".//a.axml"/>
<template name="B">
    <text> B template </text>
</template>
```

copy

```
<!-- c.axml -->
<import src=".//b.axml"/>
<template is="A"/> <!-- Note: cannot use import A -->
<template is="B"/>
```

Note that the sub-node of template can be one only. For example:

Allowed example:

copy

```
<template name="x">
    <view />
</template>
```

Disallowed example:

copy

```
<template name="x">
    <view />
    <view />
</template>
```

include

The include may introduce the whole codes except for `<template/>`, which is equivalent to copy to the include position.

Code sample:

copy

```
<!-- index.axml -->
<include src=".//header.axml"/>
<view> body </view>
<include src=".//footer.axml"/>
```

copy

```
<!-- header.axml -->
<view> header </view>
```

copy

```
<!-- footer.axml -->
<view> footer </view>
```

Introduction Path

The template introduction path supports relative path, absolute path and third-party module loaded from node_modules directory.

copy

```
<import src=".//a.axml"/> <!-- relative path -->
<import src="/a.axml"/> <!-- absolute path of the project -->
<import src="third-party/x.axml"/> <!-- path of the third-party npm
package -->
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_axml-reference_file-reference

File reference {#file-reference}

Last updated: 2021-05-09

Path: miniprogram_gcash

File reference

2021-05-09 18:43

The axml provides two file reference methods: `import` and `include`

import

The import can load a defined template.

For example, a template named item was defined in the item.axml.

copy

```
<!-- item.axml -->
<template name="item">
  <text>{{text}}</text>
</template>
```

When item.axml is referenced in index.axml, the item template can be used.

copy

```
<import src=".item.axml"/>
<template is="item" data="{{text: 'forbar'}}"/>
```

The import has the concept of action scope. Only the template defined in the target file is imported, but the one imported into the target file is not imported.

For example, C import B, B import A, in C it is possible to use the template defined in B, in B it is possible to use the template defined in A, but in C it is impossible to use the template defined in A.

copy

```
<!-- a.axml -->
<template name="A">
  <text> A template </text>
</template>
```

copy

```
<!-- b.axml -->
<import src=".a.axml"/>
<template name="B">
  <text> B template </text>
</template>
```

copy

```
<!-- c.axml -->
<import src=".b.axml"/>
<template is="A"/> <!-- Note: cannot use import A -->
<template is="B"/>
```

Note that the sub-node of template can be one only. For example:

Allowed example:

copy

```
<template name="x">
  <view />
</template>
```

Disallowed example:

copy

```
<template name="x">
  <view />
  <view />
</template>
```

include

The include may introduce the whole codes except for <template/>, which is equivalent to copy to the include position.

Code sample:

copy

```
<!-- index.axml -->
<include src="../header.axml"/>
<view> body </view>
<include src="../footer.axml"/>
```

copy

```
<!-- header.axml -->
<view> header </view>
```

copy

```
<!-- footer.axml -->
<view> footer </view>
```

Introduction Path

The template introduction path supports relative path, absolute path and third-party module loaded from node_modules directory.

copy

```
<import src="../a.axml"/> <!-- relative path -->
<import src="/a.axml"/> <!-- absolute path of the project -->
<import src="third-party/x.axml"/> <!-- path of the third-party npm package -->
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_axml-reference_file-reference

Filter {#filter}

Last updated: 2022-07-03

Path: miniprogram_gcash

Filter

2022-07-03 18:44

Use as tab filter.

Filter

Property	Description	Type	Default	Required
show	Show or not, optional, show hide.	String	hide	No
max	Maximum choices, 1 for single choice.	Number	10000	No
onChange	Submit selection callback upon multiple choice.	(e: Object) => void		No

Filter-item

Property	Description	Type	Default	Required
className	Custom style.	String	No	
value	Value.	String	Yes	
id	Custom identifier.	String	No	
selected	Selected by default.	Boolean	false	No
onChange	Submit selection callback upon single choice.	(e: Object) => void		No

Example

copy

```
{
  "defaultTitle": "AntUI Component Library",
  "usingComponents": {
    "filter": "mini-antui/es/filter/index",
    "filter-item": "mini-antui/es/filter/filter-item/index"
  }
}
```

copy

```
<filter show="{{show}}" max="{{5}}" onChange="handleCallBack">
  <block a:for="{{items}}>
    <filter-item value="{{item.value}}" id="{{item.id}}" selected="{{item.selected}}"/>
  </block>
</filter>
```

copy

```
Page({
  data: {
    show: true,
    items: [
      { id: 1, value: 'Clothes', selected: true },
      { id: 1, value: 'Cupboard' },
      { id: 1, value: 'Hanger' },
      { id: 3, value: 'Digital' },
    ]
  }
})
```

```

        { id: 4, value: 'Door' },\
        { id: 5, value: 'Chair' },\
        { id: 7, value: 'Monitor' },\
        { id: 6, value: 'Game' },\
        { id: 8, value: 'Food' },\
    ]
},
handleCallBack(data) {
    my.alert({
        content: data
    });
},
toggleFilter() {
    this.setData({
        show: !this.data.show,
    });
}
);

```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_floating-layer_filter

Flex {#flex}

Last updated: 2022-07-03

Path: miniprogram_gcash

Flex

2022-07-03 18:44

CSS flex layout encapsulation

Sample Code

copy

```
{
  "defaultTitle": "Mini Program AntUI component library",
  "usingComponents": {
    "flex": "mini-antui/es/flex/index",
    "flex-item": "mini-antui/es/flex/flex-item/index"
  }
}
```

copy

```
<view class="flex-container">
  <view class="sub-title">Basic</view>
  <flex>
    <flex-item><view class="placeholder">Block</view></flex-item>
    <flex-item><view class="placeholder">Block</view></flex-item>
  </flex>
  <view style="height: 20px;" />
  <flex>
    <flex-item><view class="placeholder">Block</view></flex-item>
    <flex-item><view class="placeholder">Block</view></flex-item>
    <flex-item><view class="placeholder">Block</view></flex-item>
  </flex>
  <view style="height: 20px;" />
  <flex>
    <flex-item><view class="placeholder">Block</view></flex-item>
    <flex-item><view class="placeholder">Block</view></flex-item>
    <flex-item><view class="placeholder">Block</view></flex-item>
    <flex-item><view class="placeholder">Block</view></flex-item>
  </flex>
  <view className="sub-title">Wrap</view>
  <flex wrap="wrap">
    <view class="placeholder inline">Block</view>
    <view class="placeholder inline">Block</view>
    <view class="placeholder inline">Block</view>
    <view class="placeholder inline">Block</view>
    <view class="placeholder inline">Block</view>
  </flex>
  <view className="sub-title">Align</view>
  <flex justify="center">
    <view class="placeholder inline">Block</view>
    <view class="placeholder inline">Block</view>
    <view class="placeholder inline">Block</view>
  </flex>
  <flex justify="end">
    <view class="placeholder inline">Block</view>
    <view class="placeholder inline">Block</view>
    <view class="placeholder inline">Block</view>
  </flex>
  <flex justify="between">
    <view class="placeholder inline">Block</view>
    <view class="placeholder inline">Block</view>
    <view class="placeholder inline">Block</view>
  </flex>
  <flex align="start">
    <view class="placeholder inline">Block</view>
    <view class="placeholder inline small">Block</view>
    <view class="placeholder inline">Block</view>
  </flex>
  <flex align="end">
```

```

<view class="placeholder inline">Block</view>
<view class="placeholder inline small">Block</view>
<view class="placeholder inline">Block</view>
</flex>
<flex align="baseline">
    <view class="placeholder inline">Block</view>
    <view class="placeholder inline small">Block</view>
    <view class="placeholder inline">Block</view>
</flex>
</view>

```

copy

```

.flex-container {
    padding: 10px;
}

.sub-title {
    color: #888;
    font-size: 14px;
    padding: 30px 0 18px 0;
}

.placeholder {
    background-color: #ebebef;
    color: #bbb;
    text-align: center;
    height: 30px;
    line-height: 30px;
    width: 100%;
}

.placeholder.inline {
    width: 80px;
    margin: 9px 9px 9px 0;
}

.placeholder.small {
    height: 20px;
    line-height: 20px
}

```

copy

```
Page({});
```

Attributes

					Property	Description	Type	Default	Required	
	---	---	---	---		direction	Direction of item, including row, row-reverse, column and column-reverse.	.		
String	row	No	wrap	Sub-elementwrap mode, including nowrap, wrap and rap-						

reverse. | String | nowrap | No || justify | Sub-element justify on main axis, including start, end, center, between and around. | String | start | No || align | Sub-element justify on cross axis, including start, center, end, baseline and stretch. | String | center | No || alignContent | Sub-element justify on multiple axes, including start, end, center, between, around and stretch. | String | stretch | No |

Flex-item

The flex-item component has a default style flex:1, which ensures all items have equal width. The children of the flex container may not be a flex-item.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_layout-navigation_flex

Footer {#footer}

Last updated: 2022-07-03

Path: miniprogram_gcash

Footer

2022-07-03 18:44

Show the page footer.

Property	Description	Type	Required	Default
copyright	Copyright information.	String	No	links
Footer link.	Footer link.	Array<text, url>	No	

Example

copy

```
{  
  "defaultTitle": "AntUI Component Library",  
  "usingComponents":{  
    "footer": "mini-antui/es/footer/index"  
  }  
}
```

copy

```
<view>  
  <footer  
    copyright="{{copyright}}"
```

```
        links="{{links}}" />
</view>
```

copy

```
Page({
  data: {
    copyright: '© 2004–2017 *.com. All rights reserved.',
    links: [\n      { text: 'Bottom link', url: '.../list/demo/index' },\n      { text: 'Bottom link', url: '.../card/demo/index' },\n    ],\n  },
});
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_layout-navigation_footer

Funnel management and analysis {#funnel-management-and-analysis}

Last updated: 2022-07-07

Path: miniprogram_gcash

Funnel management and analysis

2022-07-07 17:08

This topic introduces the funnel management and analysis functions that are provided by the Mini Program platform. To learn more about how to manage and analyze funnels, see [How to customize your analysis](#).

Funnel management

What are funnels?

A funnel consists of multiple events. Based on the funnel analysis, you can visualize the steps your users take to go through a task and quickly see the conversion rate between two steps. For example, how do general visitors become buyers? How do one-time buyers become repeat buyers? With this information, you can improve user journeys specifically.

Features

You can manage funnels in the following ways:

- View the funnel list

You can modify individual funnels under the funnel list page. All your funnels are displayed on the Funnel List page, and you can modify individual funnels by clicking **Edit or Delete**.

- Create a funnel

You can create a new funnel. A funnel must consist of at least two steps. Each step is defined by an event.

- Modify a funnel

You can modify a created funnel.

- Delete a funnel

You can delete a funnel.

Funnel analysis

Features

The funnel analysis function enables you to do the following:

- Set conditions for the funnel analysis

To set conditions for a funnel analysis, click on the **Manage Funnel** tab at the <page name> page.

- View the analysis result

You can view the analysis result in the form of table or graph.

More information

[Analytics](#)

[Event management and analysis](#)

[How to customize your analysis](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/manage-funnel

GCash Mini Program Development Platform {#gcash-mini-program-development-platform}

Welcome to

Mini Program Platform

Email

PasswordForgot Password?

Log InDon't have an account?Sign up >

Source: https://miniprogram.gcash.com/login?goto=https%3A%2F%2Fminiprogram.gcash.com%2Fdocs%2Fminiprogram_gcash%2Fplatform_guide%2Fmanage-templates%3FssrData%3Dtrue

GCash Mini Program Development Platform {#gcash-mini-program-development-platform}

Welcome to

Mini Program Platform

Email

PasswordForgot Password?

Log InDon't have an account?Sign up >

Source: https://miniprogram.gcash.com/login?goto=https%3A%2F%2Fminiprogram.gcash.com%2Fdocs%2Fminiprogram_gcash%2Fplatform_guide%2Fnavigate-to-operation-platform%3FssrData%3Dtrue

Generate QR codes {#generate-qr-codes}

Last updated: 2022-11-13

Path: miniprogram_gcash

Generate QR codes

2022-11-13 15:01

This topic provides steps to generate different promotion QR codes. A default QR code is available when a mini program is released. Depending on business requirements, you can also generate multiple QR codes based on this default QR code so that multiple users can quickly run your mini program by scanning these QR codes.

Procedures

1. Go to the **Manage Mini Programs** page and choose the mini program that you want to generate promotion QR codes. Then Click the **QR Code** tab and then **+Generate QR Code**.
2. Fill in the page URL, query parameter, and description of the mini program and click **Create**.

Now you have finished generating a promotion QR code.

Next steps

[Remove mini programs](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/generate-qrcode

Getting Started Guide {#getting-started-guide}

Path: miniprogram_gcash

Getting Started Guide

A quick-start guide for digital wallets and their merchants to learn the basic steps to get onboarded to the Mini Program Platform.

Get to know Mini Program

[Learn the basics about the latest technology and services of Mini Programs.](#)

[Watch this video to quickly learn how to manage Mini Programs on the platform.](#)

Onboarding to the Platform

[Apply an account and KYB for merchants or acquirers.](#)

Quickstart creating a mini program after onboarding on the Mini Program Platform for the first time.

Build your first Mini Program

Download Mini Program Studio and install the IDE.

Create a project and debug your demo Mini Program in the IDE.

Understand the file structure, global variables and page directory.

Preview the Mini Program on a device and upload the ready-to-go Mini Program to the Platform.

Release Mini Programs

Customize your Mini Programs according to cross-border or local businesses.

Start compatibility testing and go through an approval process to release the Mini Program.

Dive Deeper

Get the development resources and references such as components, framework, JS APIs and Open APIs.

Learn product features to use the Mini Program Console.

Dip into the rich UI guidelines to design a Mini Program.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/getting-started/getting-started-guide

Getting Started with Mini Program Platform {#getting-started-with-mini-program-platform}

Last updated: 2022-07-07

Path: miniprogram_gcash

Getting Started with Mini Program Platform

2022-07-07 17:08

The Mini Program Platform is a comprehensive solution to empower digital wallets to quickly start Mini Program businesses. It not only helps you to save the hardware deployment costs but also provides you with operation and maintenance support. You can also enjoy the regular service updates and new product features.

Procedures

Before you start, follow the integration steps below:

1. Contact us to create a Mini Program workspace for your app. You're required to provide the following:
 2. Your valid business license and point of contact
 3. Your APK signature, bundle ID, and package name
4. Once your Mini Program workspace creation is approved, you will receive a dedicated URL to access your Mini Program Developer Portal. You then make the following configuration settings:
 5. Replace the default URL to your business domain by configuring a reverse proxy server
 6. Customize the UI by replacing the default logo/favicon with your preferred logo
 7. Customize the email service
 8. Integrate the SDK
9. You will need to integrate the SDK (Android and iOS) in order to run the Mini Programs in your application.
10. Download the configuration from your Developer Portal and use it to initialize the SDK.
11. Implement the standard JS APIs. While the SDK provides the core Mini Program functionality, there are some features that are best presented with a customized implementation. For instance, when a Mini Program invokes the payment function, it is better to launch the existing payment flow instead of a completely new one.
12. Implement the standard backend APIs

You need to implement some standard backend APIs in order to support the Mini Program OAuth and Payment flow.

Now you can start using the Mini Program Platform.

Contact Us

If you're interested in using Mini Programs, please send us an email.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/getting-started/getting-started-with-platform

Git Management {#git-management}

Last updated: 2021-05-09

Path: miniprogram_gcash

Git Management

2021-05-09 18:43

Mini Program IDE supports use of visualized Git management tool to manage the project codes.

1. Initialize Git

When the project directory has no Git warehouse, you can directly initialize Git (`git init`).

2. Stage Change

You can choose to stage all changes by using one-key (`git add .`), or hover over individual file and choose to stage.

3. Submit Change

Submit the staged change locally (`git commit -m 'xxx'`)

Confirm the code diff and then do the submission operation.

4. Push to Remote Warehouse

Add to the warehouse (`git remote add origin xxxxxxx`)

Confirm and push (`git push origin`)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/mini-program-studio_function-panel_git-management

Git Management {#git-management}

Last updated: 2022-07-03

Path: miniprogram_gcash

Git Management

2022-07-03 18:44

Mini Program IDE supports use of visualized Git management tool to manage the project codes.

1. Initialize Git

When the project directory has no Git warehouse, you can directly initialize Git (`git init`).

2. Stage Change

You can choose to stage all changes by using one-key (`git add .`), or hover over individual file and choose to stage.

3. Submit Change

Submit the staged change locally (`git commit -m 'xxx'`)

Confirm the code diff and then do the submission operation.

4. Push to Remote Warehouse

Add to the warehouse (`git remote add origin xxxxxxx`)

Confirm and push (`git push origin`)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/mini-program-studio_function-panel_git-management

Global Configuration {#global-configuration}

Last updated: 2021-05-09

Path: miniprogram_gcash

Global Configuration

2021-05-09 18:43

`app.json` is used to implement global configuration and set up the path of page files, window display, multiple tabs and so on.

Here is a basic configuration example:

copy

```
{
  "pages": [
    "pages/index/index",
    "pages/logs/index"
  ],
  "window": {
    "defaultTitle": "Demo"
  }
}
```

Complete configuration item:

Attribute	Type	Required	Description
pages	Array	Yes	Set page path.
window	Object	No	Set default window display for all page.
tabBar	Object	No	Set the display of bottom tabbar.

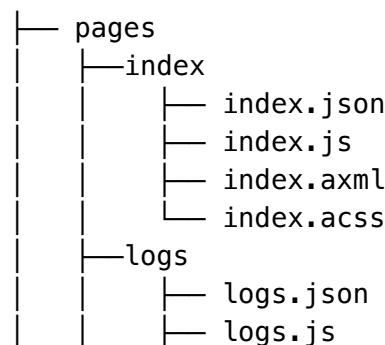
pages

In the `app.json`, the `pages` have the array attribute, with string for each member in the array, used to specify the pages of the Mini Program. In the Mini Program, adding or deleting pages modifies the `pages` array.

Each member of the `pages` array represents the path of the related page. The first member indicates the home of the Mini Program.

The page path does not need any suffix. The framework automatically loads the `.json`, `.js`, `.axml` and `.acss` files of the same name. For example, if the development directory is:

copy



```

|   |   └ logs.axml
|   app.json
|   app.js
└ app.acss

```

The following configuration shall be done in the `app.json`:

copy

```
{
  "pages": [
    "pages/index/index",
    "pages/logs/logs"
  ]
}
```

window

The window is used to set up the status bar, navigation bar, title, window background color, etc. for the Mini Program.

Sample codes:

copy

```
{
  "window": {
    "defaultTitle": "Default Title"
  }
}
```

	Property	Type	Required	Description	Minimum
version	defaultTitle String NO Default title of page. - pullRefresh String NO Allow pull-to-refresh or not, NO by default. Remarks: The precondition for pull-to-refresh to take effect is allowsBounceVertical YES. - allowsBounceVertical String NO Allow bounce vertical or not YES by default, supporting YES / NO. - transparentTitle String NO Navigation bar transparency setting none by default, supporting always (always transparent)/ auto (sliding adaptation)/ none (not transparent). - titlePenetrate String NO Allow navigation bar click-through or not No by default, supporting YES / NO. - showTitleLoading String NO Show navigation bar loading or not upon entrance No by default, supporting YES / NO. - titleImage String No Navigation bar picture address. - titleBarColor HexColor NO Background color of navigation bar, decimal color value (0-255). - backgroundColor HexColor NO Background color of page, decimal color value (0-255). - backgroundImageColor HexColor NO Background bottom color to display during pull-down, decimal color value (0-255). - backgroundImageUrl String NO URL of background to display during pull-down. - gestureBack String NO For iOS only, supporting gesture return or not No by default, supporting YES / NO. - enableScrollBar Boolean NO For Android only, showing Web View scroll bar or not YES by default, supporting YES / NO. - onReachBottomDistance Number NO Distance to page bottom for triggering bottom-out during pull-up, in px. Related documents Page event handler . Currently, the iOS does not support settings in the <code>page.json</code> , and only global settings are supported.				

tabBar

If the Mini Program is a multi-tab application (pages switchable in the window bottom bar of the client), the `tabBar` configuration item can be used to specify the tab presentation pattern and the corresponding page in case of tab switch.

Note:

- On the destination page via page jump (`my.navigateTo`) or page redirection (`my.redirectTo`), the bottom tab bar is not displayed even when the page is defined in the tabBar configuration.

The tabBar has the following configuration items:

Property	Type	Required	Description
<code>textColor</code>	HexColor	NO	Text color.
<code>selectedColor</code>	HexColor	NO	Highlighted text color.
<code>backgroundColor</code>	HexColor	NO	Background color.
<code>items</code>	Array	Yes	Each tab configuration.

Each item configuration:

Property	Type	Required	Description
<code>pagePath</code>	String	Yes	Set page path.
<code>name</code>	String	Yes	Name.
<code>icon</code>	String	NO	Common icon path.
<code>activeIcon</code>	String	NO	Highlighted icon path.

The recommended size of icon is 60x60 px. The pictures not in the recommended size will be stretched or scaled in unequal proportion.

Sample codes:

```
copy

{
  "tabBar": {
    "textColor": "#dddddd",
    "selectedColor": "#49a9ee",
    "backgroundColor": "#ffffff",
    "items": [
      {
        "pagePath": "pages/index/index",
        "name": "Home"
      },
      {
        "pagePath": "pages/logs/logs",
        "name": "Log"
      }
    ]
  }
}
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_app_global-configuration

Global Configuration {#global-configuration}

Last updated: 2022-07-03

Path: miniprogram_gcash

Global Configuration

2022-07-03 18:44

`app.json` is used to implement global configuration and set up the path of page files, window display, multiple tabs and so on.

Here is a basic configuration example:

copy

```
{
  "pages": [
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    "pages/logs/index"
  ],
  "window": {
    "defaultTitle": "Demo"
  }
}
```

Complete configuration item:

Attribute	Type	Required	Description
pages	Array	Yes	Set page path.
window	Object	No	Set default window display for all page.
tabBar	Object	No	Set the display of bottom tabbar.

pages

In the `app.json`, the `pages` have the array attribute, with string for each member in the array, used to specify the pages of the Mini Program. In the Mini Program, adding or deleting pages modifies the `pages` array.

Each member of the `pages` array represents the path of the related page. The first member indicates the home of the Mini Program.

The page path does not need any suffix. The framework automatically loads the `.json`, `.js`, `.axml` and `.acss` files of the same name. For example, if the development directory is:

copy

```

  └── pages
      └── index

```

```

    |
    +-- index.json
    +-- index.js
    +-- index.axml
    +-- index.acss
    |
    +-- logs
        +-- logs.json
        +-- logs.js
        +-- logs.axml
    |
    +-- app.json
    +-- app.js
    +-- app.acss

```

The following configuration shall be done in the `app.json`:

copy

```
{
  "pages": [
    "pages/index/index",
    "pages/logs/logs"
  ]
}
```

window

The window is used to set up the status bar, navigation bar, title, window background color, etc. for the Mini Program.

Sample codes:

copy

```
{
  "window": {
    "defaultTitle": "Default Title"
  }
}
```

	Property	Type	Required	Description	Minimum
version	defaultTitle String NO Default title of page. - pullRefresh String NO Allow pull-to-refresh or not, NO by default. Remarks: The precondition for pull-to-refresh to take effect is allowsBounceVertical YES. - allowsBounceVertical String NO Allow bounce vertical or not YES by default, supporting YES / NO. - transparentTitle String NO Navigation bar transparency setting none by default, supporting always (always transparent)/ auto (sliding adaptation)/ none (not transparent). - titlePenetrate String NO Allow navigation bar click-through or not No by default, supporting YES / NO. - showTitleLoading String NO Show navigation bar loading or not upon entrance No by default, supporting YES / NO. - titleImage String No Navigation bar picture address. - titleBarColor HexColor NO Background color of navigation bar, decimal color value (0-255). - backgroundColor HexColor NO Background color of page, decimal color value (0-255). - backgroundImageColor HexColor NO Background bottom color to display during pull-down, decimal color value (0-255). -				

backgroundImageUrl | String | NO | URL of background to display during pull-down. | - |
 | gestureBack | String | NO | For iOS only, supporting gesture return or not No by default,
 supporting YES / NO. | - | enableScrollBar | Boolean | NO | For Android only, showing
 WebView scroll bar or not YES by default, supporting YES / NO. | - |
 onReachBottomDistance | Number | NO | Distance to page bottom for triggering bottom-
 out during pull-up, in px. Related documents [Page event handler](#). | Currently, the iOS
 does not support settings in the `page.json`, and only global settings are supported. |

tabBar

If the Mini Program is a multi-tab application (pages switchable in the window bottom bar of the client), the `tabBar` configuration item can be used to specify the tab presentation pattern and the corresponding page in case of tab switch.

Note:

- On the destination page via page jump ([my.navigateTo](#)) or page redirection ([my.redirectTo](#)), the bottom tab bar is not displayed even when the page is defined in the tabBar configuration.

The tabBar has the following configuration items:

||||| --- | --- | --- | --- | **Property** | **Type** | **Required** | **Description** | | textColor | HexColor | NO | Text color. | | selectedColor | HexColor | NO | Highlighted text color. | | backgroundColor | HexColor | NO | Background color. | | items | Array | Yes | Each tab configuration. |

Each item configuration:

||||| --- | --- | --- | --- | --- | **Property** | **Type** | **Required** | **Description** | | pagePath | String | Yes | Set page path. | | name | String | Yes | Name. | | icon | String | NO | Common icon path. | | activeIcon | String | NO | Highlighted icon path. |

The recommended size of icon is 60×60 px. The pictures not in the recommended size will be stretched or scaled in unequal proportion.

Sample codes:

copy

```
{
  "tabBar": {
    "textColor": "#dddddd",
    "selectedColor": "#49a9ee",
    "backgroundColor": "#ffffff",
    "items": [
      {
        "pagePath": "pages/index/index",
        "name": "Home"
      },
      {
        "pagePath": "pages/logs/logs",
        "name": "Log"
      }
    ]
  }
}
```

```
  }\\"/>
]
}
}
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_app_global-configuration

Global Style {#global-style}

Last updated: 2022-07-03

Path: miniprogram_gcash

Global Style

2022-07-03 18:44

app.acss is for global style, and is effective for all the pages in the Mini Program.

Please refer to [ACSS Reference](#) for further acss details.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_app_global-style

Global Style {#global-style}

Last updated: 2021-05-09

Path: miniprogram_gcash

Global Style

2021-05-09 18:43

app.acss is for global style, and is effective for all the pages in the Mini Program.

Please refer to [ACSS Reference](#) for further acss details.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_app_global-style

Glossary {#glossary}

Last updated: 2021-05-10

Path: miniprogram_gcash

Glossary

2021-05-10 04:12

A

ACL

An ACL (Access Control List) is a list of instructions that are applied to the router interface. These instruction lists are used to tell the router which packets can be received and which packets need to be rejected. Whether a packet is received or rejected can be determined by specific indications such as the source address, destination address, port number, and so on.

ACSS

ACSS is a style language that describes the style of AXML components and determines how AXML components should be displayed.

Android

Android is a free and open source operating system based on the Linux kernel which does not contain GNU components. The system is mainly used in mobile devices, such as smart phones and tablets. It is led and developed by Google Inc. and the Open Handset Alliance.

API

API (Application Programming Interface) is a set of rules and specifications that software programmes can follow to communicate with each other. An API serves as an interface between different software programs and facilitates their interaction.

App

An app, also known as mobile app is a software application that is designed to run on smartphones and other mobile devices.

App Container

App Container is a productive and secure runtime system to execute Mini Programs on mobile platforms of Android and iOS in any apps that are integrated with Mini Programs.

AXML

AXML is a set of tag languages designed by the Mini Program framework to describe the structure of Mini Program pages. The AXML syntax can be broken down into five parts: data binding, conditional rendering, list rendering, templates, and references.

app.json

App.json is a global configuration file of Mini Program, which is used to configure the general navigation bar title, window background color and other configurations of a Mini Program.

B

back-end running

The status when a Mini Program is not destroyed but still runs in the back end after a user closes the Mini Program or press the Home button to leave mobile App.

C

cold startup

A cold startup is the startup when a user opens a Mini Program that has not been started or has been destroyed.

cookies

Cookies are designed to be a reliable mechanism for websites to remember stateful information (such as items added in the shopping cart in an online store) or to record the user's browsing activity (including clicking particular buttons, logging in, or recording which pages were visited in the past).

CSS

CSS (Cascading Style Sheets) is a style sheet language to describe the presentation of a document written in a markup language such as HTML and XML. It can not only modify the web page statically, but also cooperate with a variety of scripting languages to dynamically format the elements of a web page.

CDN

CDN (Content Delivery Network or Content Distribution Network) is a geographically distributed network of proxy servers and their data centers, in order to provide high availability and performance by distributing the service spatially relative to end users.

D

DSL

DSL (Domain Specific Language) is a computer language specialized to a particular application domain. This is in contrast to a general-purpose language (GPL), which is broadly applicable across domains.

DOM

DOM (The Document Object Model) is a cross-platform and language-independent interface that treats an XML or HTML document as a tree structure wherein each node is an object representing a part of the document. The DOM represents a document with a logical tree.

E

ES

ES (ECMAScript) is a general-purpose programming language, standardized by Ecma International according to the document ECMA-262. It is a JavaScript standard meant to ensure the interoperability of Web pages across different Web browsers.

F

front-end running

The status when a Mini Program runs in the front end after a user opens the Mini Program for the first time.

H

hot startup

A hot startup is the startup when a user opens a Mini Program that has been opened but is running in back end.

HTML

An application of the Standard Generalized Markup Language that uses tags to mark elements, such as text and graphics, in a document to indicate how Web browsers should display these elements to the user and should respond to user actions.

I

IDE

IDE (Integrated Development Environment) is a software application that provides comprehensive facilities to computer programmers for software development. An IDE normally consists of at least a source code editor, build automation tools and a debugger. The IDE for Mini Program development is called Mini Program Studio.

iOS

iOS (formerly iPhone OS) is a mobile operating system that is created and developed by Apple Inc. exclusively for its hardware.

ISV

ISV (Independent Software Vendor) is an individual or organization that develops, markets, and sells software solutions that run on one or more computer hardware providers like Macintosh, operating systems like iOS, or cloud platforms like Amazon Web Services. In a Mini Program, ISV usually act as the third-party service developer to develop and operate the Mini Program on behalf of merchants.

icon

A pictogram used on the user interface to assist with navigation.

J

JS

JS (Java Scripting) is a scripting language that is used by Web page authors in designing interactive sites. It can interact with HTML source code, enabling Web developers to enhance their websites with dynamic content.

JSON

JSON (JavaScript Object Notation) is a lightweight data-interchange format. It is easy for humans to read and write. It is easy for machines to parse and generate.

JSAPI

JSAPI is the client-side (front-end) API of Mini Programs. It can be divided into 14 categories according to the functions that can be realized, including interface, multimedia, cache, file, location, network, equipment, data security, sharing, collection, custom general menu, the type of small program currently running version, custom analysis, and update management.

L

lifecycle

Lifecycle is the life and death of an object. It usually refers to the process by which a program is created, started, paused, evoked, stopped, and uninstalled. The lifecycle of a Mini Program can be divided into application lifecycle and page lifecycle.

M

mini program

Mini Programs are sub-applications that run inside a mobile app.

mini program component

Mini program components are mini program view controls which allow developers to combine components for development.

mini program framework

The Mini Program is divided into two layers: app and page. The app describes the whole program; the page describes the individual pages.

Mini program Developer Portal

Mini program developer portal is a website where external developers can get tools, resources, and documentation for mini program development. To get started, the 3rd-party developer needs to register a developer account and submit necessary KYC document for verification purpose.

Mini Program Studio

Mini Program Studio is the Integrated Development Environment (IDE) for developers to write code for Mini Programs. It has a built-in Simulator for Preview, and a debug console to monitor the logs, as well as a full-fledged code editor that provides syntax lighting and auto-completion.

Mini Program Platform

Mini Program Platform is a platform that supports full mini program development lifecycle and runtime operations.

N

NPM

NPM is the default package manager for the JavaScript runtime environment Node.js. It consists of a command line client (also called NPM) and an online database of public and paid-for private packages (called the NPM registry).

O

Open API

Open API is the server-side (back-end) API of Mini Programs. With open APIs, Mini Programs can realize a number of functions such as user authorization, acquisition of member's basic information, and acquisition of user's phone number.

P

page lifecycle

Page lifecycle refers to the process of a page from entry to departure or from one page to another in a mini program.

PV

A PV (page view) is a Web analytics term that refers to each time when a Web page is successfully loaded onto a user's Web browser.

Q

QR code

Quick Response code that is used to provide access to information or mini programs on a smartphone.

R

RPX

Responsive Pixel that can be adapted with screen widths.

S

silence mode

Silence mode is used to get sensitive user information, which requires the user's permission on a wallet app.

SJS

SJS (Safe/Subset Javascript) is a set of custom scripting language of Mini Program that is used to build page structure in AXML.

SMTP

SMTP (Simple Mail Transfer Protocol) is a communication protocol for electronic mail transmission.

SSL

SSL (Secure Sockets Layer) is a standard security technology to establish an encrypted link between a server and a client.

U

user consent mode

User consent mode is the mode to get public user information without further permission from wallets.

UI

UI (User Interface) refers to the overall design of man-machine interaction, manipulation logic and Interface of software.

URI

URI (Uniform Resource Identifiers) is a unique identifier used by web technologies. URIs may be used to identify anything, including real-world objects, such as people and places, concepts, or information resources such as web pages and books.

UTC

UTC (Coordinated Universal Time) is the primary time standard by which the world regulates clocks and time. It is within about 1 second of mean solar time at 0° longitude, and is not adjusted for daylight saving time.

URL

A URL (Uniform Resource Locator), colloquially termed a web address, is a reference to a web resource that specifies its location on a computer network and a mechanism for retrieving it. A URL is a specific type of Uniform Resource Identifier (URI), although many people use the two terms interchangeably.

UV

UV (Unique Visitor) is a person who visits a site at least once in a reporting period as determined by their IP address.

W

webview

A view that displays web content inside the application. The mini program provides a web-view component to implement this function.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/about/glossary

Grid {#grid}

Last updated: 2022-07-03

Path: miniprogram_gcash

Grid

2022-07-03 18:44

Grid.

Property	Description	Type	Default	Required	list
Grid data.	Array<icon, text> []	Yes	onGridItemClick	Callback when the grid is clicked.	
(index: Number) => void	No	columnNum	Number of columns displayed per row	2, 3, 4, 5	3
No	circular	Circular or not, take effect when the columnName value is 4.	Circular	Boolean	false
No	hasLine	Have borderline or not.	Boolean	true	No

Example

copy

```
{
  "defaultTitle": "AntUI Component Library",
  "usingComponents": {
    "grid": "mini-antui/es/grid/index"
  }
}
```

copy

```
<grid onGridItemClick="onItemClick" columnNum="{{3}}" list="{{list3}}"
/>
```

copy

```
Page({
  data: {
    list3: [
      {
        icon: 'https://img.example.com/example1.png',
        text: 'Title',
        desc: 'text',
      },
      {
        icon: 'https://img.example.com/example2.png',
        text: 'Title',
        desc: 'text',
      },
      {
        icon: 'https://img.example.com/example3.png',
        text: 'Title',
      }
    ]
  }
})
```

```
        desc: 'text',\
    },\
    {\
        icon: 'https://img.example.com/example4.png',\
        text: 'Title',\
        desc: 'text',\
    },\
    {\
        icon: 'https://img.example.com/example5.png',\
        text: 'Title',\
        desc: 'text',\
    },\
    {\
        icon: 'https://img.example.com/example6.png',\
        text: 'Title',\
        desc: 'text',\
    },\
    {\
        icon: 'https://img.example.com/example7.png',\
        text: 'Title',\
        desc: 'text',\
    },\
    {\
        icon: 'https://img.example.com/example8.png',\
        text: 'Title',\
        desc: 'text',\
    },\
    {\
        icon: 'https://img.example.com/example9.png',\
        text: 'Title',\
        desc: 'text',\
    },\
],\
},\
onItemClick(ev) {
    my.alert({
        content: ev.detail.index,
    });
},\
});
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_layout-navigation_grid

Guide {#guide}

Last updated: 2022-07-03

Path: miniprogram_gcash

Guide

2022-07-03 18:44

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_guide_guide

How to add members to workspaces {#how-to-add-members-to-workspaces}

Last updated: 2022-07-08

Path: miniprogram_gcash

How to add members to workspaces

2022-07-08 02:08

Overview

This topic provides steps for the wallet and merchants to add members to their own workspaces. After onboarding on Mini Program Platform, the wallet and merchants can add members to collaborate to manage their workspaces.

For members who have permission to add members to workspaces, see the following figure:

- Wallet: Only workspace admins have permission to add members to their workspaces.
- Merchant: Only developer admins have permission to add members to their workspaces.

Procedures

To add members to a workspace, you can follow the steps below:

Step 1: Navigate to Members tab

Log in to the platform and click **Members** on the navigation panel to the left. Then, click **+ New Members** to initiate the process.

Step 2: Invite members

Fill in the member's name and email and then set the role for the member. Roles on the platform are different for the wallet and merchants, see [Workspace member roles](#) for more information.

For the wallet

- You can set the member as a workspace admin, workspace reviewer, workspace developer, or workspace operator. If set the member as a workspace developer, you need to assign mini programs for the role.

For merchants

You can set the member as a developer admin, developer, or operator. If set the member as a developer or operator, you need to assign mini programs for the role.

After setting the role for the member, click **Invite** to send an invitation email to the member.

Step 3: Manage invitation

A member invitation is valid for 3 days since you send it to the member. During this period, you can withdraw the invitation before the member accepts it. Once withdrawn, you need to initiate the process again to add the member to the platform. If the invitation is expired, you can resend the invitation to the member.

Step 4: Manage members

After the member joins the workspace, you can block, delete, and set roles for the member. In addition, you can also check the statuses of members.

Block members

To block a member, click **Block** to continue the process. The blocked member cannot perform operations based on the assigned role but the member still displays on the member list. Once blocked, the member status will change from **Active** to **Inactive**.

Delete members

To delete a member, click **Delete** to continue the process. Once deleted, the member will be removed from the workspace. You can invite the member again.

Set roles for members

To set roles for a member, click **Set Role** and select the role that you want to set for the member. Then confirm the action to change member's role to the new one.

Check member status

Members who are invited to join a workspace move through different statuses from the time they are invited to when they are blocked.

		Status	Description	Possible Actions	Invitation Sent	Indicates that a workspace admin or developer admin has sent the invitation to a member and waits for the member to join the workspace.	Withdraw the invitation.	Invitation Expired	Indicates that a workspace admin or developer admin has sent the invitation to a member but the member didn't accept it within the valid period.	Resend or withdraw the invitation.	Active	Indicates that a member accepted the invitation to join the workspace. The member can perform operations normally based on the assigned role.	Block, delete, or set roles for the member.	Inaction	Indicates that a member accepted the invitation to join a workspace but was blocked later. The member cannot perform operations normally until he or she is unblocked.	Unblock or set roles for the member.	
1	1	---	---	---	1	1	1	1	1	1	1	1	1	1	1	1	1

More information

[Workspace member roles](#)

[Member role authorization in tenant workspace](#)

[Member role authorization in developer workspace](#)

[Mini program member roles](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/add-member-to-workspace

How to apply for authorization {#how-to-apply-for-authorization}

Last updated: 2022-07-07

Path: miniprogram_gcash

How to apply for authorization

2022-07-07 17:08

This procedure is available for ISV. When the ISV registers as a Third-Party Developer, the ISV can apply for the authorization.

Procedure

To apply for the authorization, complete the following steps:

1. Apply for an account.
2. Log into your account and go to the **Authorization** page.
3. Provide the following information to apply for the authorization:

- You company name
- Merchant name
- Merchant email
- Client ID
- Reason

Your approval request is now submitted. You will be automatically authorized after your request is approved by workspace admins.

More information

[Overview](#)

[Authorization](#)

[Member Role](#)

[Workflow Procedures](#)

[Manage Mini Program](#)

[Manage Workspace](#)

[Settings](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/apply-for-authorization

How to customize your analysis {#how-to-customize-your-analysis}

Last updated: 2022-07-07

Path: miniprogram_gcash

How to customize your analysis

2022-07-07 17:08

This document is intended for mini program developers to customize their analysis and track user behavior in a mini program.

What is customized analysis?

With the customized analysis function, you can perform multi-dimensional and near real-time analysis of user behavior in a mini program. In addition to the standard analysis, such as page views (PV) and unique visitors (UV), you can define different conditions and metrics to measure the mini program's performance according to user behavior.

For example, for an e-commerce mini program, you can configure the settings and obtain detailed analysis on the following scenarios:

1. What is the conversion rate for users who have taken a certain path, from viewing the product page, product details, user reviews, to placing an order, and finally paying to complete the purchase?
2. What is the participation rate of online activities across different hourly time periods?

Prerequisites

To get the most of your customized analysis, you need to have basic statistics to measure the analysis against. For example, you can analyze an e-commerce mini program from the following aspects:

- Order quantity and total payment.
- The conversion rate and churn rate at each step in the purchase process.

Procedures

To customize your analysis to meet your business requirements, complete the following steps:

1. Define an event

Define an event and configure the data reporting method based on your requirements. An event is an action made by the user in the mini program.

2. Publish an event

Collect data after publishing an event.

3. Analyze events and funnels

Analyze data collected according to events.

Related information

You can read more details about the analysis features in the following topics:

- Event management and analysis
- Funnel management and analysis

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/customize-analysis

How to release mini programs {#how-to-release-mini-programs}

Last updated: 2022-07-07

Path: miniprogram_gcash

How to release mini programs

2022-07-07 17:08

This topic introduces how to release mini programs in a workspace and what are preparations you need to make before starting the release process.

Before you begin

Before you release mini programs, you need to get ready with some prerequisites and check how members join the creation and release process:

- [Apply for an account](#)
- Complete the on-boarding process:
 - For wallets: [create the tenant workspace](#)
 - For merchants: [onboard to the tenant workspace](#)
- [Download Mini Program Studio \(IDE\)](#)
- Check how [mini program member roles](#) collaborate to construct the mini program life cycle.

Procedures

For a guided tour on how to release mini programs, see the following steps:

1. [Create mini programs](#)
2. [Add mini program members](#)
3. [Upload versions](#)
4. [Configure mini programs](#)
5. [Release versions](#)
6. [Generate QR codes](#)
7. [Delete mini programs](#)

More information

[Manage mini programs](#)

[Members](#)

[Video Tutorials for Mini Program Platform](#)

[Develop mini programs](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/how-to-manage-miniprogram

How to send your feedback {#how-to-send-your-feedback}

Last updated: 2022-07-07

Path: miniprogram_gcash

How to send your feedback

2022-07-07 17:08

If you have any questions or suggestions on the mini program platform, you can send us your feedback in the header toolbar.

Procedures

1. Open your workspace
2. Select Feedback in the header toolbar and you can see Feedback to the Console.
3. Enter the following details:
 - Feedback Title
 - Feedback Type
 - Description
 - Attachment
4. Choose Submit, and your feedback is now sent to us.

More Information

[Overview](#)

Manage Mini Program

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/feedback

How to transform an HTML 5 mobile app into an HTML 5 mini program {#how-to-transform-an-html-5-mobile-app-into-an-html-5-mini-program}

Last updated: 2022-07-07

Path: miniprogram_gcash

How to transform an HTML 5 mobile app into an HTML 5 mini program

2022-07-07 17:08

This topic describes the process to transform an HTML5 mobile app (native app) into an HTML5 mini program. With the web development approach, Progressive Web Application (PWA), this transformation makes it possible to have a scalable solution while keeping the digital experience consistent.

The following two types of mini programs are supported on Mini Program Platform:

- **Mini Program based on DSL (Domain Specific Language)**

We recommend that you develop the default DSL-based mini programs. For more information, see [About Mini Program](#).

- **Mini Program based on HTML5**

However, to help you integrate your existing HTML5 mobile apps with the wallet app, you can choose the HTML5 mini program type.

What are HTML5 mini programs?

HTML5 mini programs are the mini programs that are transformed from HTML5 mobile apps. HTML5 mini programs run in the WebView environment, so you can develop HTML5 mini programs as you do for web pages. Compared with HTML5 mobile apps, HTML5 mini programs are powered with more capabilities by calling mini program JS APIs, thus improving user experience.

Benefits

There is no need to start from scratch if you already have an existing HTML5 mobile app. Different roles can enjoy the following benefits by transforming your HTML5 app into a mini program:

- **Convenient**

As compared with the time-consuming learning of the Mini Program framework, developers can reuse their familiar web development knowledge to get started with Mini Program.

- **Cost-efficient**

Merchants, ISVs, and wallet developers just need to add a few lines of JavaScript code to the existing HTML5 app, and the HTML5 mini programs become ready.

- **Consistent and user-friendly**

End users can also benefit from a consistent user experience of mini programs and native apps.

Before you start

Before you start, make sure you have applied for an account and get on-boarded.

Also, you can see the following process flow to get an overview of the detailed steps:

Note:

As compared with the steps of DSL mini programs, the following steps that are shown in red in the above process flow are required:

- **HTML5 mini program type**
- **Entrance URL**

Entrance of the HTML5 mini program. You can modify the entrance URL after the HTML5 mini program is created.

The following steps that are shown in gray in the above process flow are optional:

- **IDE**

You can develop the HTML5 mini programs just like you develop HTML5 web pages.

- **Build package process**
- **Quality review**

See [procedures](#) for a step-by-step guide on how to transform an HTML5 mobile app (native app) into an HTML5 mini program.

Procedures

To transform HTML5 apps to mini programs, complete the following steps:

Step 1: Create the HTML 5 mini program

When you create a new mini program, choose **Mini Program Based on HTML5** and enter the URL of your HTML5 mobile app into the **Entrance URL** field.

For more information on creating mini programs, see [Create Mini Programs](#).

Step 2: Use wallet capabilities

To use the mini program JSAPIs, integrate the SDK according to your business requirements.

a. Mini Program JSAPIs in HTML5

Follow the steps below to use mini program JSAPIs in HTML5:

1. Import the JSBridge SDK by importing the following JS file to the HTML file:

copy

```
<script src="https://cdn.marmot-cloud.com/npm/hylid-
bridge/1.0.5/index.js"></script>
```

See the following HTML sample codes for reference:

copy

```
<!DOCTYPE html>
<html>
<head>
    <title>Miniprogram JSAPI Demo</title>
    <script src="https://cdn.marmot-cloud.com/npm/hylid-
bridge/1.0.5/index.js"></script>
</head>
<body>
    <div>
        <button id="alert">my.alert</button>
    </div>
    <script>
        var alertButton = document.getElementById('alert');
        alertButton.addEventListener('click', function () {
            my.alert({
                title: 'Test Alert!!!',
                content: window.navigator.userAgent,
                buttonText: 'Alert Button',
            });
        });
    </script>
</body>
</html>
```

```

success: function (res) {
    my.alert({
        content: 'success!' + JSON.stringify(res),
    });
},
fail: function () {
    my.alert({
        content: 'fail!',
    });
},
complete: function () {
    my.alert({
        content: 'complete!',
    });
},
});
</script>
</body>
</html>

```

2. Call an API from the following available API list. The parameter in the API is an object. Each API has the following properties:

- **success**: callback function that indicates the successful API calling.
- **fail**: callback function that indicates the failed API calling.
- **complete**: callback function that indicates the completed API calling.

Take the **my.alert** JSAPI as an example. In this API, **success**, **fail**, and **complete** are the common properties. Specific properties are **title**, **content**, and **buttonText**.

For example, see the following sample codes to know how the **IAlertOptions** interface can be defined:

copy

```

interface IAlertOptions {
    title?: string;
    content?: string;
    buttonText?: string;
    success?: () => void;
    fail?: () => void;
    complete?: () => void;
}

```

Available API list

The following table lists all available JSAPIs. You can apply for your own JSAPIs if required.

||||---|---|| **JSAPI Name | Description** || my.alert | Displays alert box. || my.confirm | Displays confirmation box. || my.prompt | Prompts a user input || my.showToast | Displays a toast, which disappears within certain seconds. || my.hideToast | Hides a toast. || my.showLoading | Displays the loading message. || my.hideLoading | Hides the loading message. || my.setNavigationBar | Sets the navigation bar text and style. || my.showNavigationBarLoading | Shows navigation bar loading. || my.hideNavigationBarLoading | Hides navigation bar loading. || my.request | Network request || my.getSystemInfo | Gets system information. || my.getNetworkType | Gets current network status. || my.showAuthGuide | Guides users to grant the authorization when the permission is needed. || my.getAuthCode | Gets user's authorization code. || my.saveImage | Saves online images to cellphone album. || my.chooseImage | Takes a photo or chooses a photo from the album on the phone. || my.previewImage | Previews images. || my.getImageInfo | Gets image information. || my.hideKeyboard | Hides keyboard. || my.setStorage | Stores the data in the specified key in the local cache, which overlaps with the original data corresponding to the key. || my.getExternalStorage | Gets cached data. || my.removeStorage | Removes cached data. || my.clearStorage | Clears local data cache. || my.tradePay | Initiates a payment. || my.navigateToMiniProgram | Jumps to other mini programs. || my.navigateBackMiniProgram | Returns to the previous Mini Program, only when another Mini Program jumps to the current Mini Program. || my.getClipboard | Gets the clipboard data. || my.setClipboard | Sets the clipboard data. || my.vibrate | Invokes the vibrate ability of the device. || my.makePhoneCall | Makes a phone call. || my.multiLevelSelect | Selects in multiple levels. || my.choosePhoneContact | Chooses the phone number of a contact person || my.getLocation | Gets the current geographical location of the user. |

b. Open APIs

Depending on the wallet capabilities, you can use different open APIs.

Step 3: Release the mini program

You can request to release the mini program after the development. Before you submit the release request for approval, you need to check if all the required information is filled in. Enter the required information under **Mini Programs > Info** if you find some required information is missing. For more information, see [Release Mini Programs and Approvals](#).

Now you have completed the process of transforming the HTML app into a mini program. You can start to manage the mini program on the platform. For more information, see [Manage Mini Program](#).

Precautions

Browser compatibility

When the page is running in a browser, mini program JSAPIs cannot be called. You need to identify whether the page is running in a mini program or a browser by UserAgent, and then take actions accordingly.

See the following sample codes for reference:

copy

```
if (/MiniProgram/.test(navigator.userAgent)) {  
    my.tradePay(params)  
} else {  
    // process payment in other browsers.  
}
```

UserAgent

UserAgent which is retrieved via navigator.userAgent has some specific fields like **MiniProgram**, which can be used to identify whether the web page runs as an HTML mini program.

For a whole UserAgent, see the following sample codes for reference:

copy

```
Mozilla/5.0 (iPhone; CPU iPhone OS 14_4 like Mac OS X)  
AppleWebKit/605.1.15 (KHTML, like Gecko) Mobile/18D46 ChannelId(35)  
Ariver/1.0.11 Griver/2.23.0 AppContainer/1.9.1 MiniProgram
```

Restrictions

Reserved objects

my.JSBridge is reserved for global objects defined in the PWA runtime, and you cannot modify them.

console.log

The PWA runtime strongly depends on the default console.log object in the web context, which cannot be overridden or modified.

More information

[Manage Mini Programs](#)

[Mini Program types](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/transform-html5

How-to videos {#how-to-videos}

Last updated: 2022-07-07

Path: miniprogram_gcash

How-to videos

2022-07-07 17:08

The Mini Program Platform provides comprehensive functionalities for you to develop and manage mini programs. To have a quick start for the mini program platform, you can watch the video tutorials.

Manage mini programs

For a quick overview of how to manage mini programs, you can watch a video here:

For more information about the introduction to the Mini Program Manage functionality, see [Manage Mini programs](#).

Customize your analysis

For a quick overview of how to customize your analysis on mini programs, you can watch a video here:

For more information about the Customized Analysis functionality, see [Event management and analysis](#) and [How to customize your analysis](#).

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/how-to-videos

IDE Debugging {#ide-debugging}

Last updated: 2022-07-03

Path: miniprogram_gcash

IDE Debugging

2022-07-03 18:44

Overview

We provide two debugging methods:

- Simulator + Debugging tool
- Remote real machine debugging

The simulator can simulate most of the real machine APIs and has an integrated debugging tool. We suggest completing basic function and style debugging in the simulator and then performing the verification and debugging on real machine. However, the final running result shall be based on the real machine.

Simulator

The simulator provides the following functions:

- Device simulation (dimension, precision, etc.)
- Compiling log, compiling error prompt, refresh
- JSAPI simulation, custom configuration of simulation interface including position, Bluetooth, startup parameter, etc.

Debugging Tool

Together with the simulator, we provide customized Chrome devtool, and provide extension, such as axml, on basis of that. Default extensions include:

- AXML: Mini Program element based dom, css debugging
- Console: operation log, error viewing
- Storage: buffer data viewing and editing
- Sources: source code viewing and breakpoint debugging
- Network: network resource and requests viewing

Remote Debugging

In the remote debugging mode, a connection is established between IDE and cellphone. At the IDE end, you may perform breakpoint check, runtime information check, Network/Storage information viewing, remote log viewing, and so on. See more details in **Remote Debugging** document.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/mini-program-studio_debugging_ide-debugging

IDE Debugging {#ide-debugging}

Last updated: 2021-05-09

Path: miniprogram_gcash

IDE Debugging

2021-05-09 18:43

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Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/miniprogram-studio_debugging_ide-debugging

Idempotency {#idempotency}

Last updated: 2021-05-09

Path: miniprogram_gcash

Idempotency

2021-05-09 18:43

If a request timeout error occurs when you call an API, you might attempt to resend the request. In this case, you can configure the specified idempotency fields in the request to help avoid unwanted duplication in case of failures and retries.

An API call is idempotent if it has the same result no matter how many times the API call is applied. For example, idempotency can guarantee that the payment is charged only once if the same API payment call is retried multiple times in the case of a timeout error. You can retry the request via using the same idempotency field to guarantee that no more than one charge is created.

Idempotency fields

The following table lists the idempotency fields of specific OpenAPI.

Interface name	Idempotency field	Rule
- /v1/payments/pay - /v2/payments/pay	paymentRequestId	This field is used for the idempotence control. For the payment requests which are initiated with the same paymentRequestId and reach a final status (S or F), the must return the unique result.
- /v1/payments/refund - /v2/payments/refund	refundRequestId	This field is used for the idempotence control. For the refund requests which are initiated with the same refundRequestId and reach a final status (S or F), themust return the unique result.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_idempotency

Idempotency {#idempotency}

Last updated: 2022-07-07

Path: miniprogram_gcash

Idempotency

2022-07-07 17:08

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Idempotency fields

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API name	Idempotency field	Rule
paymentRequestId	This field is used for the idempotence control. For the payment requests which are initiated with the same paymentRequestId and reach a final status (S or F), the native app must return the unique result.	- /v1/payments/pay
refundRequestId	This field is used for the idempotence control. For the refund requests which are initiated with the same refundRequestId and reach a final status (S or F), the native must return the unique result.	- /v1/payments/refund

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_idempotency

InputItem {#inputitem}

Last updated: 2022-07-03

Path: miniprogram_gcash

InputItem

2022-07-03 18:44

Text input.

Sample Code

copy

```
// API-DEMO page/component/input-item/input-item.json
{
  "defaultTitle": "Mini Program AntUI component library",
  "usingComponents": {
    "list": "mini-antui/es/list/index",
    "list-item": "mini-antui/es/list/list-item/index",
    "input-item": "mini-antui/es/input-item/index",
    "picker-item": "mini-antui/es/picker-item/index"
  }
}
```

copy

```
<!-- API-DEMO page/component/input-item/input-item.axml -->
<view>
  <view style="margin-top: 10px;" />
  <list>
    <input-item
      data-field="cardNo"
      clear="{{true}}"
      value="{{cardNo}}"
      className="dadada"
      placeholder="Bank card number"
      focus="{{inputFocus}}"
      onInput="onItemInput"
      onFocus="onItemFocus"
      onBlur="onItemBlur"
      onConfirm="onItemConfirm"
      onClear="onClear"
    >
      Card number
      <view slot="extra" class="extra" onTap="onExtraTap"></view>
    </input-item>
    <picker-item
      data-field="bank"
      placeholder="Select issuing bank"
      value="{{bank}}"
      onPickerTap="onPickerTap"
    >
      Issuing bank
    </picker-item>
  </list>
</view>
```

```
</picker-item>
<input-item
  data-field="name"
  placeholder="Name"
  type="text"
  value="{{name}}"
  clear="{{true}}"
  onInput="onItemInput"
  onClear="onClear"
>
  Name
</input-item>
<input-item
  data-field="password"
  placeholder="Password"
  password
>
  Password
</input-item>
<input-item
  data-field="remark"
  placeholder="Remarks"
  last="{{true}}"
/>
</list>
<view style="margin: 10px;">
  <button type="primary" onTap="onAutoFocus">Focus</button>
</view>
</view>
```

copy

```
// API-DEMO page/component/input-item/input-item.js
const banks = ['Mybank', 'CCB', 'ICBC', 'SPDB'];
```

```
Page({
  data: {
    cardNo: '1234****',
    inputFocus: true,
    bank: '',
    name: '',
  },
  onAutoFocus() {
    this.setData({
      inputFocus: true,
    });
  },
  onExtraTap() {
    my.alert({
      content: 'extra tapped',
    });
  },
},
```

```

onItemInput(e) {
  this.setData({
    [e.target.dataset.field]: e.detail.value,
  });
},
onItemFocus() {
  this.setData({
    inputFocus: false,
  });
},
onItemBlur() {},
onItemConfirm() {},
onClear(e) {
  this.setData({
    [e.target.dataset.field]: '',
  });
},
onPickerTap() {
  my.showActionSheet({
    title: 'Select issuing bank',
    items: banks,
    success: (res) => {
      this.setData({
        bank: banks[res.index],
      });
    },
  });
},
},
);
}
);

```

copy

```

/* API-DEMO page/component/input-item/input-item.acss */
.extra {
  background-image: url('https://img.example.com/example.svg');
  background-size: contain;
  background-repeat: no-repeat;
  background-position: right center;
  opacity: 0.2;
  height: 20px;
  width: 20px;
  padding-left: 10px;
}

```

Attributes

Property	Description	Type	Default	className
Customized class.	String	"	labelCls	Customized label class.
Customized input class.	String	"	last	Is the last row or not.
Initial contents.	String	"	name	Component name, used for getting data via form submission.
		"		value
		"		type
		"		Type of input, effective values including text, number,

idcard and digit (see table below for details). | String | text || password | Is password type or not. | Boolean | false || placeholder | Placeholder. | String | " || placeholderStyle | Specify the style of the placeholder. | String | " || placeholderClass | Specify the style class of the placeholder. | String | " || disabled | Disable or not. | Boolean | false || maxlength | Maximum length. | Number | 140 || focus | Get focus. | Boolean | false || clear | Have clear function or not, taking effect only when disabled is false. | Boolean | false || onInput | Trigger the input event on keyboard input. | (e: Object) => void | - || onConfirm | Trigger on clicking keyboard completion. | (e: Object) => void | - || onFocus | Trigger on getting focus. | (e: Object) => void | - || onBlur | Trigger on losing focus. | (e: Object) => void | - || onClear | Trigger on clicking the clear icon. | () => void | - |

Description of type attribute value

- text: Character input box
- number: Pure number input box (number within 0-9)
- idcard: Input box for ID card number (number within 0-9 and character x)
- digit: number input box (number within 0-9 and decimal point . used for number containing a decimal)

Note: The type attribute value affects the keyboard type with real machine and may not be effective in simulators.

Slots

||||| --- | --- | --- || slotname | Description | Required || extra | Used to render the description right to input-item. | No |

Common Questions

When the `setData` data is empty, the breakpoint money value is set to empty, but why 0 is still shown in the input box?

When `this.setData` sets data as empty, it does not render the page. It is recommended to use the component clear.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_form_inputitem

Introduction {#introduction}

Last updated: 2021-05-09

Path: miniprogram_gcash

Introduction

2021-05-09 18:43

By calling `my.canIUse('component')`, it is possible to judge whether the custom component function is usable in the current version. For the usage of `my.canIUse()`, see [canIUse](#).

The custom component function can abstract the functions to be reused into custom component so that it can be reused on different pages. It also allows publishing custom component on npm, so that it can be reused in different Mini Programs. For the usage of npm, see [npm](#).

The `my.canIUse('component2')` can be used to check if the current version supports the new custom component function.

To use the related functions of component2, in the **Details > Project configuration** of the developer tool, check component2:

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_custom-component_introduction

Introduction {#introduction}

Last updated: 2022-07-04

Path: miniprogram_gcash

Introduction

2022-07-04 03:44

By calling `my.canIUse('component')`, it is possible to judge whether the custom component function is usable in the current version. For the usage of `my.canIUse()`, see [canIUse](#).

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Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_custom-component_introduction

JSAPI {#jsapi}

Last updated: 2022-07-07

Path: miniprogram_gcash

JSAPI

2022-07-07 17:08

You can create JSAPIs as the metadata that can be used to construct the content of a feature. You can select multiple JSAPIs for a feature and assign this feature to a mini program. For more information, see [Feature](#).

Features

You can perform the following activities:

- Create new JSAPIs with the following details:
 - JSAPI Name (Mandatory)
 - JSAPI Usage Scenarios (Mandatory)
- App: You can choose the native app to which the mini program with this JSAPI is released.
- Request and response parameters (callback and return parameters)
- Error Code
- Sample Code

Note:

You can refer to the JSAPI details in your IDE and enter the details to these above accordingly. For more information, see [JSAPI Reference](#).

- See JSAPIs in a list

You can see the name, description, status, and change history of the JSAPIs in a list.

More information

[Overview](#)

[Manage Mini Programs](#)

[Feature](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/jsapi

JSAPI Reference {#jsapi-reference}

Last updated: 2023-01-29

Path: miniprogram_gcash

JSAPI Reference

2023-01-29 20:55

Basic

||||---|---|| **API Name** | **Function Description** || my.canIUse | Judge whether the current Mini Program API, incoming parameter or return value, component, attribute, etc. are supported in the current version. || my.SDKVersion | Get the SDK version. || my.getAppIdSync | Obtain the Mini Program App ID synchronously. || my.getRunScene | Obtain the running version of the current Mini Program. |

In-App Event

||||---|---|| **API Name** | **Function Description** || my.offAppHide | Unlisten for the event that the mini program is switched to background from foreground. || my.offAppShow | Unlisten for the event that the mini program is switched to foreground from background. || my.onAppHide | Listen for the event that the mini program is switched to background from foreground. || my.onAppShow | Listen for the event that the mini program is switched to foreground from background. || my.offError | Unlisten for the event that JS errors occur in the mini program. || my.onError | Listen for the event that errors occur in the mini program. || my.offUnhandledRejection | Unlisten for the *unhandledrejection* event. || my.onUnhandledRejection | Listen for the *unhandledrejection* event. |

UI

NavigationBar

||||---|---|| **API Name | Function Description** || my.hideBackHome | Hide back to home button. || my.showNavigationBarLoading | Show navigation bar loading. || my.hideNavigationBarLoading | Hide navigation bar loading. || my.setNavigationBarText | Set the navigation bar text and style. |

TabBar

||||---|---|| **API Name | Function Description** || my.hideTabBar | Hide the tabBar. || my.setTabBarStyle | Set the style of tabBar. |

Note: For the FAQs of tab bar, refer to TabBar FAQ.

Route

||||---|---|| **API Name | Function Description** || my.switchTab | Jump to the specified tabBar page and close all other pages that are not tabBar. || my.navigateTo | Maintain the current page and jump to the specified page within the application. Use my.navigateBack to return to the original page. || my.navigateBack | Close the current page and return to the previous one or more pages. || my.redirectTo | Close the current page and jump to the specified page within the application. || my.reLaunch | Close all current pages and jump to the specified page within the application. |

FeedBack

||||---|---|| **API Name | Function Description** || my.alert | Alert box. || my.confirm | Confirm box. || my.prompt | Prompt box. || my.showLoading | Show the loading hint. || my.hideLoading | Hide the loading hint. || my.showToast | Show a weak hint, which disappears in the specified seconds. || my.hideToast | Hide the weak hint. || my.showActionSheet | Display an operation menu. |

Pulldown

||||---|---|| **API Name | Function Description** || my.startPullDownRefresh | Start the pull-to-refresh function. || onPullDownRefresh | On the Page, customize the onPullDownRefresh function to listen to the pull-to-refresh event of user. || my.stopPullDownRefresh | Stop the pull-to-refresh for the current page. |

Contact

||||---|---|| **API Name | Function Description** || my.choosePhoneContact | Choose contact from system contact. |

Choose Data

||||---|---|| **API Name** | **Function Description** || my.datePicker | Open a date selection list. |

Animation

||||---|---|| **API Name** | **Function Description** || my.createAnimation | Create an instance of animation. |

Canvas

||||---|---|| **API Name** | **Function Description** || my.createCanvasContext | Create the context of the canvas. |

Keyboard

||||---|---|| **API Name** | **Function Description** || my.hideKeyboard | Hide keyboard. |

Scroll

||||---|---|| **API Name** | **Function Description** || my.pageScrollTo | Scroll to the destination location of the page. |

SelectorQuery

||||---|---|| **API Name** | **Function Description** || my.createQuery | Create an instance of SelectorQuery. |

Multiple Level Select

||||---|---|| **API Name** | **Function Description** || my.multiLevelSelect | Multiple level selector, used for associated select with multiple levels. |

Set Background

||||---|---|| **API Name** | **Function Description** || my.setBackgroundColor | Set background color. |

Set Page Pulldown

||||---|---|| **API Name** | **Function Description** || my.setCanPullDown | Set whether page can support pulldown. |

Media

Image

||||---|---|| **API Name | Function Description** || my.chooseImage | Choose image from camera or album of cellphone. || my.previewImage | Preview image. || my.saveImage | Save the online images to cellphone album. || my.getImageInfo | Get the information of the image. || my.compressImage | Compress large images to fulfill the size restrictions from some mini programs. |

Storage

||||---|---|| **API Name | Function Description** || my.getStorage | Get cached data. || my.getStorageSync | Get cached data synchronously. || my.setStorage | Store the data in the specified key in the local cache, which overlaps the original data corresponding to the key. || my.setStorageSync | Store synchronously the data in the specified key in the local cache. || my.removeStorage | Remove cached data. || my.removeStorageSync | Remove cached data synchronously. || my.clearStorage | Clear local data cache. || my.clearStorageSync | Clear local data cache synchronously. |

File

||||---|---|| **API Name | Function Description** || my.sendFile | Save file to the device. || my.getFileInfo | Get the information of the file. || my.getSavedFileInfo | Get the information of the saved file. || my.getSavedFileList | Get the information of all the saved file. || my.removeSavedFile | Remove the saved file. || my.chooseFileFromDisk | Choose a file to upload. || my.openDocument | Enable users to preview a PDF file within the mini program. |

Location

||||---|---|| **API Name | Function Description** || my.getLocation | Get the current geographical location of the user. || my.openLocation | View the location on the built-in map. || my.chooseLocation | Open the built-in map to choose a location. |

Map

||||---|---|| **API Name | Function Description** || my.createMapContext | Create and return a map context object mapContext. |

Network

||||---|---|| **API Name | Function Description** || my.request | Network request. || my.uploadFile | Upload the local resource to the developer server. || my.downloadFile | Download file resource to local location. || my.connectSocket | Create a WebSocket

connection. || my.onSocketOpen | Listen to the event of enabling the WebSocket connection. || my.offSocketOpen | Unlisten to the event of enabling the WebSocket connection. || my.onSocketError | Listen to WebSocket error events. || my.offSocketError | Unlisten to WebSocket error events. || my.sendSocketMessage | Send data over WebSocket connection. || my.onSocketMessage | Listen to the event of receiving server messages by WebSocket. || my.offSocketMessage | Unlisten to the event of receiving server messages by WebSocket. || my.closeSocket | Close the WebSocket connection. || my.onSocketClose | Listen to the event of closing the WebSocket connection. || my.offSocketClose | Unlisten to the event of closing the WebSocket connection. |

Device

System Information

||||---|---|| **API Name** | **Function Description** || my.getSystemInfo | Get system information. |

Network Status

||||---|---|| **API Name** | **Function Description** || my.getNetworkType | Get the current network status. |

Clipboard

||||---|---|| **API Name** | **Function Description** || my.getClipboard | Get the clipboard data. || my.setClipboard | Set the clipboard data. |

Watch Shake

||||---|---|| **API Name** | **Function Description** || my.watchShake | The watchshake function. |

Accelerometer

||||---|---|| **API Name** | **Function Description** || my.onAccelerometerChange | Listen to the acceleration data event. || my.offAccelerometerChange | Unlisten to the acceleration data event. |

Compass

||||---|---|| **API Name** | **Function Description** || my.onCompassChange | Listen to the compass data change event. || my.offCompassChange | Unlisten to the compass data change event. |

Vibrate

||||---|---|| **API Name** | **Function Description** || my.vibrate | Invoke the vibrate ability of device. |

Make Phone Call

||||---|---|| **API Name** | **Function Description** || my.makePhoneCall | Make a phone call. |

Get Server Time

||||---|---|| **API Name** | **Function Description** || my.getServerTime | Get the server time. |

Capture Screen

||||---|---|| **API Name** | **Function Description** || my.onUserCaptureScreen | Listen to the capture screen event by users. || my.offUserCaptureScreen | Cancel the listen to the capture screen event by users. |

Screen Brightness

||||---|---|| **API Name** | **Function Description** || my.setKeepScreenOn | Set whether screen keeps awake. || my.getScreenBrightness | Get the screen brightness. || my.setScreenBrightness | Set the screen brightness. |

Screen Orientation

||||---|---|| **API Name** | **Function Description** || my.getScreenOrientation | Get screen orientation || my.setScreenOrientation | Set screen orientation |

Setting

||||---|---|| **API Name** | **Function Description** || my.openSetting | Open the mini program settings page. || my.getSetting | Obtain the user's current settings. |

Add Phone Contact

||||---|---|| **API Name** | **Function Description** || my.addPhoneContact | Add contact to phone contact. |

Permission Guide

||||---|---|| **API Name** | **Function Description** || my.showAuthGuide | Guide user to grant the authorization when the permission needed. |

Scan

||||---|---|| **API Name** | **Function Description** || my.scan | Call the scanning QR code function. |

Memory Warning

||||---|---|| **API Name** | **Function Description** || my.onMemoryWarning | Listen to the insufficient memory alarm event. || my.offMemoryWarning | Unlisten to the insufficient memory alarm event. ||

Battery Information

||||---|---|| **API Name** | **Function Description** || my.getBatteryInfo | Obtain the battery level and the charging state of the current device asynchronously. || my.getBatteryInfoSync | Obtain the battery level and the charging state of the current device synchronously. ||

Bluetooth

||||---|---|| **Reference** | **Description** || Bluetooth API Overview | Provide the system requirement and the process flow on how the Bluetooth APIs work. || Bluetooth API Error Code Table | List the normal error code and relative solutions. || Bluetooth API FAQ | FAQs about using Bluetooth API. ||

BLE

||||---|---|| **API Name** | **Function Description** || my.connectBLEDevice | Connect to low energy Bluetooth devices. || my.disconnectBLEDevice | Disconnect to low energy Bluetooth devices. || my.getBLEDeviceCharacteristics | Get the characteristics of low energy Bluetooth devices. || my.getBLEDeviceServices | Get all the low energy Bluetooth devices that are discovered, including the connected devices. || my.notifyBLECharacteristicValueChange | Enable the function to notify changes to the characteristic value. || my.offBLECharacteristicValueChange | Disable the function to notify changes to the characteristic value. || my.offBLEConnectionStateChanged | Disable the the event listener for the connection status. || my.onBLECharacteristicValueChange | Enable the event listener for changes to the characteristic value. || my.onBLEConnectionStateChanged | Enable the event listener for changes to the connection status, such as device lost and device disconnected. || my.readBLECharacteristicValue | Read the characteristic value. || my.writeBLECharacteristicValue | Write data to the characteristic value. ||

Bluetooth

||||---|---|| **API Name** | **Function Description** || my.closeBluetoothAdapter | Close the Bluetooth module in the mini program. || my.openBluetoothAdapter | Initialize the Bluetooth module in the mini program. || my.getBluetoothAdapterState | Check the Bluetooth adapter status in the mini program. || my.startBluetoothDevicesDiscovery | Start discovering Bluetooth devices. || my.stopBluetoothDevicesDiscovery | Stop discovering Bluetooth devices. || my.getBluetoothDevices | Get all the Bluetooth devices that are discovered, including those that are connected to the current device. || my.getConnectedBluetoothDevices | Get the Bluetooth devices that are connected. || my.onBluetoothDeviceFound | Use this API when a new Bluetooth device is found. || my.offBluetoothDeviceFound | Remove the Bluetooth devices that are found. || my.onBluetoothAdapterStateChange | Monitor the Bluetooth adapter state changes. || my.offBluetoothAdapterStateChange | Remove the Bluetooth adapter with a state change. ||

Sharing

||||---|---|| **API Name** | **Function Description** || [my.showSharePanel](#) | Trigger the sharing. |

Update

||||---|---|| **API Name** | **Function Description** || [my.getUpdateManager](#) | Create an [UpdateManager](#) object. |

web-view

||||---|---|| **API Name** | **Function Description** || [my.createWebViewContext](#) | By creating [webViewContext](#), mini program can send message to [web-view](#). This API will create a [webViewContext](#) instance. |

Site Info

||||---|---|| **API Name** | **Function Description** || [my.getSiteInfo](#) | Get the site information. |

Open Capabilities

||||---|---|| **API Name** | **Function Description** || [my.navigateToMiniProgram](#) | Jump to other mini program. || [my.navigateBackMiniProgram](#) | Return to the previous mini program, only when another mini program jumps to the current mini program. || [my.getAuthCode](#) | Get auth code. || [my.getOpenUserInfo](#) | Get basic information about user. || [my.tradePay](#) | Start to pay. || [my.signContract](#) | Sign the withholding contract. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_api-reference

JSAPI Reference {#jsapi-reference}

Last updated: 2022-07-24

Path: miniprogram_gcash

JSAPI Reference

2022-07-24 23:36

Basic

||||---|---|| **API Name | Function Description** || my.canIUse | Judge whether the current Mini Program API, incoming parameter or return value, component, attribute, etc. are supported in the current version. || my.SDKVersion | Get the SDK version. || my.getAppIdSync | Obtain the Mini Program App ID synchronously. || my.getRunScene | Obtain the running version of the current Mini Program. |

UI

NavigationBar

||||---|---|| **API Name | Function Description** || my.hideBackHome | Hide back to home button. || my.hideNavigationBarLoading | Hide navigation bar loading. || my.setNavigationBar | Set the navigation bar text and style. || my.showNavigationBarLoading | Show navigation bar loading. |

TabBar

||||---|---|| **API Name | Function Description** || my.hideTabBar | Hide the tabBar. || my.setTabBarStyle | Set the style of tabBar. || TabBar FAQ | The FAQ of TabBar. |

Route

||||---|---|| **API Name | Function Description** || my.switchTab | Jump to the specified tabBar page and close all other pages that are not tabBar. || my.navigateTo | Maintain the current page and jump to the specified page within the application. Use my.navigateBack to return to the original page. || my.reLaunch | Close all current pages and jump to the specified page within the application. || my.navigateBack | Close the current page and return to the previous one or more pages. || my.redirectTo | Close the current page and jump to the specified page within the application. |

FeedBack

||||---|---|| **API Name | Function Description** || my.alert | Alert box. || my.confirm | Confirm box. || my.prompt | Prompt box. || my.showToast | Show a weak hint, which disappears in the specified seconds. || my.hideToast | Hide the weak hint. || my.showLoading | Show the loading hint. || my.hideLoading | Hide the loading hint. || my.showActionSheet | Display an operation menu. |

Pulldown

||||---|---|| **API Name | Function Description** || onPullDownRefresh | On the Page, customize the onPullDownRefresh function to listen to the pull-to-refresh event of user. || my.stopPullDownRefresh | Stop the pull-to-refresh for the current page. || my.startPullDownRefresh | Start the pull-to-refresh function. |

Contact

||||---|---|| **API Name** | **Function Description** || my.choosePhoneContact | Choose contact from system contact. |

Choose Data

||||---|---|| **API Name** | **Function Description** || my.datePicker | Open a date selection list. |

Animation

||||---|---|| **API Name** | **Function Description** || my.createAnimation | Create an instance of animation. |

Canvas

||||---|---|| **API Name** | **Function Description** || my.createCanvasContext | Create the context of the canvas. |

Keyboard

||||---|---|| **API Name** | **Function Description** || my.hideKeyboard | Hide keyboard. |

Scroll

||||---|---|| **API Name** | **Function Description** || my.pageScrollTo | Scroll to the destination location of the page. |

SelectorQuery

||||---|---|| **API Name** | **Function Description** || my.createQuery | Create an instance of SelectorQuery. |

Multiple Level Select

||||---|---|| **API Name** | **Function Description** || my.multiLevelSelect | Multiple level selector, used for associated select with multiple levels. |

Set Background

||||---|---|| **API Name** | **Function Description** || my.setBackgroundColor | Set background color. |

Set Page Pulldown

||||---|---|| **API Name | Function Description** || my.setCanPullDown | Set whether page can support pulldown. |

Media

Image

||||---|---|| **API Name | Function Description** || my.chooseImage | Choose image from camera or album of cellphone. || my.previewImage | Preview image. || my.saveImage | Save the online images to cellphone album. || my.getImageInfo | Get the information of the image. |

Storage

||||---|---|| **API Name | Function Description** || my.setStorage | Store the data in the specified key in the local cache, which overlaps the original data corresponding to the key. || my.setStorageSync | Store synchronously the data in the specified key in the local cache. || my.getStorage | Get cached data. || my.getStorageSync | Get cached data synchronously. || my.removeStorage | Remove cached data. || my.removeStorageSync | Remove cached data synchronously. || my.clearStorage | Clear local data cache. || my.clearStorageSync | Clear local data cache synchronously. |

File

||||---|---|| **API Name | Function Description** || my.sendFile | Save file to the device. || my.getFileInfo | Get the information of the file. || my.getSavedFileInfo | Get the information of the saved file. || my.getSavedFileList | Get the information of all the saved file. || my.removeSavedFile | Remove the saved file. |

Location

||||---|---|| **API Name | Function Description** || my.getLocation | get the current geographical location of the user. |

Network

||||---|---|| **API Name | Function Description** || my.request | Network request. || my.uploadFile | Upload the local resource to the developer server. || my.downloadFile | Download file resource to local location. || my.connectSocket | Create a WebSocket connection. || my.onSocketOpen | Listen to the event of enabling the WebSocket connection. || my.offSocketOpen | Unlisten to the event of enabling the WebSocket connection. || my.onSocketError | Listen to WebSocket error events. || my.offSocketError | Unlisten to WebSocket error events. || my.sendSocketMessage | Send data over WebSocket connection. || my.onSocketMessage | Listen to the event of receiving server

messages by WebSocket. || my.offSocketMessage | Unlisten to the event of receiving server messages by WebSocket. || my.closeSocket | Close the WebSocket connection. || my.onSocketClose | Listen to the event of closing the WebSocket connection. || my.offSocketClose | Unlisten to the event of closing the WebSocket connection. |

Device

System Information

||||---|---|| **API Name** | **Function Description** || my.getSystemInfo | Get system information. |

Network Status

||||---|---|| **API Name** | **Function Description** || my.getNetworkType | Get the current network status. |

Clipboard

||||---|---|| **API Name** | **Function Description** || my.getClipboard | Get the clipboard data. || my.setClipboard | Set the clipboard data. |

Watch Shake

||||---|---|| **API Name** | **Function Description** || my.watchShake | The watchshake function. |

Accelerometer

||||---|---|| **API Name** | **Function Description** || my.onAccelerometerChange | Listen to the acceleration data event. || my.offAccelerometerChange | Unlisten to the acceleration data event. |

Compass

||||---|---|| **API Name** | **Function Description** || my.onCompassChange | Listen to the compass data change event. || my.offCompassChange | Unlisten to the compass data change event. |

Vibrate

||||---|---|| **API Name** | **Function Description** || my.vibrate | Invoke the vibrate ability of device. |

Make Phone Call

||||---|---|| **API Name** | **Function Description** || my.makePhoneCall | Make a phone call. |

Get Server Time

||||---|---|| **API Name** | **Function Description** || my.getServerTime | Get the server time. |

Capture Screen

||||---|---|| **API Name** | **Function Description** || my.onUserCaptureScreen | Listen to the capture screen event by users. || my.offUserCaptureScreen | Cancel the listen to the capture screen event by users. |

Screen Brightness

||||---|---|| **API Name** | **Function Description** || my.setKeepScreenOn | Set whether screen keeps awake. || my.getScreenBrightness | Get the screen brightness. || my.setScreenBrightness | Set the screen brightness. |

Setting

||||---|---|| **API Name** | **Function Description** || my.openSetting | Open the Mini Program settings page. || my.getSetting | Obtain the user's current settings. |

Add Phone Contact

||||---|---|| **API Name** | **Function Description** || my.addPhoneContact | Add contact to phone contact. |

Permission Guide

||||---|---|| **API Name** | **Function Description** || my.showAuthGuide | Guide user to grant the authorization when the permission needed. |

Scan

||||---|---|| **API Name** | **Function Description** || my.scan | Call the scanning QR code function. |

Memory Warning

||||---|---|| **API Name** | **Function Description** || my.onMemoryWarning | Listen to the insufficient memory alarm event. || my.offMemoryWarning | Unlisten to the insufficient memory alarm event. |

Battery Information

||||---|---|| **API Name** | **Function Description** || my.getBatteryInfo | Obtain the battery level and the charging state of the current device asynchronously. ||
my.getBatteryInfoSync | Obtain the battery level and the charging state of the current device synchronously. |

Bluetooth

||||---|---|| **API Name** | **Function Description** || Bluetooth API Error Code Table | List the normal error code and relative solutions. || Bluetooth API FAQ | FAQ about using Bluetooth API. |

BLE

||||---|---|| **API Name** | **Function Description** || my.connectBLEDevice | Connect to low energy bluetooth devices. || my.disconnectBLEDevice | Disconnect to low energy bluetooth devices. || my.getBLEDeviceCharacteristics | Get the characteristics of low energy bluetooth devices. || my.getBLEDeviceServices | Get all the low energy bluetooth devices that are discovered, including the connected devices. ||
my.notifyBLECharacteristicValueChange | Enable the function to notify changes to the characteristic value. || my.offBLECharacteristicValueChange | Disable the function to notify changes to the characteristic value. || my.offBLEConnectionStateChanged | Disable the the event listener for the connection status. ||
my.onBLECharacteristicValueChange | Enable the event listener for changes to the characteristic value. || my.onBLEConnectionStateChanged | Enable the the event listener for changes to the connection status , such as device lost and device disconnected. ||
my.readBLECharacteristicValue | Read the characteristic value. ||
my.writeBLECharacteristicValue | Write data to the characteristic value. |

Bluetooth

||||---|---|| **API Name** | **Function Description** || my.openBluetoothAdapter | Use this API to initialize the Bluetooth module in the mini program. || my.closeBluetoothAdapter | Use this API to close the Bluetooth module in the mini program. ||
my.getBluetoothAdapterState | Use this API to check the Bluetooth adapter status in the mini program. || my.startBluetoothDevicesDiscovery | Use this API to start discovering bluetooth devices. || my.stopBluetoothDevicesDiscovery | Use this API to stop discovering bluetooth devices. || my.getBluetoothDevices | Use this API to get all the bluetooth devices that are discovered, including those that are connected to the current device. || my.getConnectedBluetoothDevices | Use this API to get the bluetooth devices that are connected. || my.onBluetoothDeviceFound | Use this API when a new Bluetooth device is found. || my.offBluetoothDeviceFound | Use this API to remove the bluetooth devices that are found. || my.onBluetoothAdapterStateChange | Use this API to monitor the bluetooth adapter state changes. || my.offBluetoothAdapterStateChange | Use this API to remove the bluetooth adapter with a state change. |

web-view

||||---|---|| **API Name** | **Function Description** || my.createWebViewContext | By creating webViewContext, Mini Program can send message to web-view. This API will create a webViewContext instance |

Site Info

||||---|---|| **API Name** | **Function Description** || my.getSiteInfo | Get the site information. |

Open Capabilities

||||---|---|| **API Name** | **Function Description** || my.getAuthCode | Get auth code. || my.getOpenUserInfo | Get basic information about user. || my.tradePay | Start to pay. || my.navigateToMiniProgram | Jump to other Mini Program. || my.navigateBackMiniProgram | Return to the previous Mini Program, only when another Mini Program jumps to the current Mini Program. || my.signContract | Sign the withholding contract. || my.getPhoneNumber | Get the phone number. |

Experience Mini Program

Developers can use the Android Demo App to scan the QR code shown in the API documents.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_api-reference

Launching the User Interface {#launching-the-user-interface}

Last updated: 2022-07-03

Path: miniprogram_gcash

Launching the User Interface

2022-07-03 18:44

Prerequisites

Make sure you have created a developer account. For more information, see [Apply for an Account](#).

Features

When you launch the Mini Program Studio, you can do the following tasks in the user interface.

- Login
- Joined workspaces
- Create a new Mini Program
- Open an existing Mini Program
- Delete a Mini Program

For more information, see the demos below:

Login

The first time opening the Mini Program Studio, login is required. You can use the account that applied from Mini Program Developer Portal to login the Mini Program.

If password is forgot, try to retrieve the password in the [Mini Program Developer Portal](#).

Joined Workspaces

After login, you can see which workspaces you have joined in the left side of the launch interface.

A developer can join multiple workspaces by invitation of workspace admins, and Mini Programs are separated in different workspaces. So here you can develop different Mini Program project for different workspaces.

Create a New Mini Program

The first time opening the Mini Program, you can create a new Mini Program project. The Mini Program Studio has provided two ways to create a new Mini Program:

- Creating a Mini Program scaffold project, it contains basic files of a Mini Program.
- Creating a Mini Program from the provided templates, which provides the template codes and help you to complete the Mini Program quickly.

Creating Scaffold Project

By clicking the Add card in the launch interface, you can create a scaffold project. In the project setup page, you need to set up following properties:

- Project Name: Project name to be displayed in the Mini Program Studio. Space is not allowed in the name. We recommend you to use letters to set the a meaning name.
- Project Path: Location for saving the project in the disk.

After the setup of the properties, click the complete button to complete the creating of the Mini Program.

Creating Template Project

In the launch interface, there is a templates button. Click it, you can see there are three templates and there will be more templates in the future.

Choose a template then click Next. Then similar with creating a new Mini Program, set the name and path for the project and click Complete button to complete the creation process.

Open an Existing Mini Program

If you have created Mini Program project before, or you have a local Mini Program project which may from a git source, you can open it with the Open Project function.

Open Local Project

After clicking the Open Project button, a local selector will pop up, you need to select the root path of your local Mini Program project and then confirm the selection.

Open Recent Opened Project

If you have opened a Mini Program project before, it will show in the launch interface. You can click the card to open the project directly.

Delete Project

If you do not want the launch interface to show too many opened projects, you can right click the project card and then a delete popup will show, then you can remove it from the launch interface to make the interface clean.

Note: the delete function will not remove the local project files, only remove the entries in the launch interface.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/mini-program-studio_interface_launch-interface

Launching the User Interface {#launching-the-user-interface}

Last updated: 2021-05-10

Path: miniprogram_gcash

Launching the User Interface

2021-05-10 03:43

Prerequisites

Make sure you have created a developer account. For more information, see [Apply for an Account](#).

Features

When you launch the Mini Program Studio, you can do the following tasks in the user interface.

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- Create a new Mini Program
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By clicking the `Add` card in the launch interface, you can create a scaffold project. In the project setup page, you need to set up following properties:

- Project Name: Project name to be displayed in the Mini Program Studio. Space is not allowed in the name. We recommend you to use letters to set the a meaning name.
- Project Path: Location for saving the project in the disk.

After the setup of the properties, click the `complete` button to complete the creating of the Mini Program.

Creating Template Project

In the launch interface, there is a `templates` button. Click it, you can see there are three templates and there will be more templates in the future.

Choose a template then click `Next`. Then similar with creating a new Mini Program, set the name and path for the project and click `Complete` button to complete the creation process.

Open an Existing Mini Program

If you have created Mini Program project before, or you have a local Mini Program project which may from a git source, you can open it with the `Open Project` function.

Open Local Project

After clicking the Open Project button, a local selector will pop up, you need to select the root path of your local Mini Program project and then confirm the selection.

Open Recent Opened Project

If you have opened a Mini Program project before, it will show in the launch interface. You can click the card to open the project directly.

Delete Project

If you do not want the launch interface to show too many opened projects, you can right click the project card and then a delete popup will show, then you can remove it from the launch interface to make the interface clean.

Note: the delete function will not remove the local project files, only remove the entries in the launch interface.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/miniprogram-studio_interface_launch-interface

Learn More About Todo App Demo {#learn-more-about-todo-app-demo}

Last updated: 2022-07-03

Path: miniprogram_gcash

Learn More About Todo App Demo

2022-07-03 18:44

Overview

We will introduce the development of a Mini Program in detail through the Todo App Demo.

Global Configuration

The `app.js` is the entry point to a Mini Program, you can configure the lifecycle of a Mini Program, declare global variables, and perform app initialization in this file. The following code snippet shows an example of calling APIs for storage and getting user

information. For more APIs, see [API document](#).

copy

```
// Call the storage API to get the stored data
const todos = my.getStorageSync({key:'todos'}).data || [
    { text: 'Learning Javascript', completed: true },
    { text: 'Learning ES2016', completed: true },
    { text: 'Learning Mini Program ', completed: false },
];

App({
    // Declare global data
    todos,

    userInfo: null,

    // Declare global method
    setTodos(todos) {
        this.todos = todos;
        // Call storage API to store data
        my.setStorageSync({key:'todos', data:todos});
    },

    getUserInfo() {
        return new Promise((resolve, reject) => {
            if (this.userInfo) resolve(this.userInfo);
            // Call user authorization API to get user info
            my.getAuthCode({
                success: (authcode) => {
                    console.info(authcode);

                    my.getAuthUserInfo({
                        scopes: ['auth_user'],
                        success: (res) => {
                            this.userInfo = res;
                            resolve(this.userInfo);
                        },
                        fail: () => {
                            reject({});
                        },
                    });
                },
                fail: () => {
                    reject({});
                },
            });
        },
    },
});
```

The `app.json` is the global configuration file of the Mini Program, where it is possible to configure the general navigation bar title, window background color and other configurations of the Mini Program. For more configurations, see [global configuration documentation](#).

copy

```
{
  "pages": [
    "pages/todos/todos",
    "pages/add-todo/add-todo"
  ],
  "window": {
    "defaultTitle": "Todo App"
  }
}
```

The `app.acss` is the global style of a Mini Program. The selectors defined in the `app.acss` can be applied to all pages in the Mini Program project.

copy

```
page {
  flex: 1;
  display: flex;
}
```

The page selector is a special selector supported by the framework, which works with the page root node container available in the framework.

Mini Program Page

We have two pages in this demo project: Todo List page and Add Todo page, both reside in the `pages` directory. All page paths of the Mini Program must be declared in the `app.json`, and a page path starts from the project root directory and should omit the filename extension. The very first path declared `app.json` is the home page of a Mini Program.

Each [Mini Program](#) page consists of four types of files under the same directory:

- JS logic script file with the `.js` extension
- Configuration file with the `.json` extension
- Style file with the `.acss` extension
- UI Layout file with the `.axml` extension.

Todo List Page

The `todos.axml` is the structure template file of the page:

copy

```
<view class="page-todos">
  <view class="user">
    <image class="avatar" src="{{user.avatar}}" background-size="cover"></image>
    <view class="nickname">{{user.nickName}}'s Todo List</view>
  </view>
  <view class="todo-items">
    <checkbox-group class="todo-items-group" onChange="onTodoChanged">
      <label class="todo-item" a:for="{{todos}}>
        <checkbox value="{{item.text}}" checked="{{item.completed}}>
      />
        <text class="{{item.completed ? 'checked' : ''}}>
{{item.text}}</text>
      </label>
    </checkbox-group>
    <view class="todo-item">
      <button onTap="addTodo">Add Todo</button>
    </view>
  </view>
</view>
```

This UI layout have built-in UI components such as `<view/>`, `<image/>`, `<text/>`, `<button/>`, `<label/>` and `<checkbox/>` to build up the page structure, and we use `a:for` attribute to perform list rendering which iterates the todos list and render a `label` for each todo data respectively.

For binding data, see [Data binding](#) document. For binding event, see [event handling](#) document.

The `todos.js` is the logic script file of the page:

copy

```
// Get global app instance
const app = getApp();

Page({
  data: {},
  onLoad() {
    // Get user information and render
    app.getUserInfo().then(
      user => this.setData({
        user,
      }),
    );
  },
  // Listen to lifecycle
  onShow() {
    // Render global data to current page
    this.setData({ todos: app.todos });
  },
});
```

```
// Event handler
onTodoChanged(e) {
    // Modify global data and re-render
    const checkedTodos = e.detail.value;
    app.setTodos(app.todos.map(todo => ({
        ...todo,
        completed: checkedTodos.indexOf(todo.text) > -1,
    })));
    this.setData({ todos: app.todos });
},
addTodo() {
    // Call page jump API for page jump
    my.navigateTo({ url: '../add-todo/add-todo' });
},
);
}
```

In this file, we have:

- Listen to and process the lifecycle function of the page (`onHide`, `onShow`, `onLoad`, `onUnload`, `onReady`).
- Get Mini Program app instance and other page instances (`getApp`, `getCurrentPages`).
- Declare and process data
- Respond to page interaction events, call APIs, etc.
- Attention here: the `app.todos` object is the global variable defined in `app.js`.

The `todos.acss` is the style file of the page:

copy

```
.page-todos {
    flex: 1;
    display: flex;
    flex-direction: column;
}

.user {
    display: flex;
    padding: 30px 30px 0 30px;
}

.avatar {
    width: 128rpx;
    height: 128rpx;
    margin-right: 40rpx;
    border-radius: 50%;
}

.nickname {
```

```

display: flex;
flex-direction: column;
justify-content: center;
font-size: 40rpx;
}

.todo-items {
  padding: 80rpx;
}

.todo-items-group {
  display: flex;
  flex-direction: column;
}

.checked {
  color: #d9d9d9;
  text-decoration: line-through;
}

.todo-item {
  margin-bottom: 15px;
}

```

The `acss` styling file is not mandatory. See [Style](#) document for `acss` file syntax. When a page has the style sheet, the style rule in the page style sheet overrides the style rules in the `app.acss`. If the style sheet is not specified for the page, it is also possible to directly use the style rules specified in `app.acss`.

The `todos.json` is the configuration file of the page. Here it is an empty file.

The configuration file is not mandatory. When a page has the configuration file, the configuration item overwrites the same configuration items in the window of `app.json`. If no page configuration file is specified, the page directly uses the default configuration in `app.json`. Therefore, the index page title is the Todo App specified for `app.json`.

Add Todo Page

The `add-todo.axml` is the structure template file of the page:

copy

```

<view class="page-add-todo">
  <view class="add-todo">
    <input
      class="add-todo-input"
      placeholder="What needs to be done?"
      onBlur="onBlur"
      value="{{inputValue}}"
    />
  </view>
  <view class="todo-footer">

```

```

<add-button text="Add Todo" onClickMe="add" ></add-button>
</view>
</view>

```

There are two core functions in the page:

1. Use the <input/> component to accept user input.
2. The <add-button> is a custom component. We can wrap the whole codes of some function into a custom component for easy reuse elsewhere.

`add-todo.js` page logic code:

copy

```

const app = getApp();

Page({
  data: {
    inputValue: '',
  },
  onBlur(e) {
    this.setData({
      inputValue: e.detail.value,
    });
  },
  add() {
    app.todos = app.todos.concat([
      {
        text: this.data.inputValue,
        completed: false,
      },
    ]);
    my.navigateBack();
  },
});

```

`add-todo.acss` is consistent with `todos.acss` usage and will not be described again.

Since the `add-todo.json` refers to a custom component, it should be declared in json, otherwise error will be reported:

copy

```

"usingComponents": {
  "add-button": "/components/add-button/add-button"
}

```

We will learn how to publish a Mini Program in the next tutorial.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/quick-start_learn-more-about-todo-app-demo

Learn More About Todo App Demo {#learn-more-about-todo-app-demo}

Last updated: 2021-05-09

Path: miniprogram_gcash

Learn More About Todo App Demo

2021-05-09 18:43

Overview

We will introduce the development of a Mini Program in detail through the Todo App Demo.

Global Configuration

The `app.js` is the entry point to a Mini Program, you can configure the lifecycle of a Mini Program, declare global variables, and perform app initialization in this file. The following code snippet shows an example of calling APIs for storage and getting user information. For more APIs, see [API document](#).

copy

```
// Call the storage API to get the stored data
const todos = my.getStorageSync({key:'todos'}).data || [
  { text: 'Learning Javascript', completed: true },
  { text: 'Learning ES2016', completed: true },
  { text: 'Learning Mini Program ', completed: false },
];

App({
  // Declare global data
  todos,

  userInfo: null,

  // Declare global method
  setTodos(todos) {
    this.todos = todos;
    // Call storage API to store data
    my.setStorageSync({key:'todos', data:todos});
  },

  getUserInfo() {
```

```

        return new Promise((resolve, reject) => {
            if (this.userInfo) resolve(this.userInfo);
            // Call user authorization API to get user info
            my.getAuthCode({
                success: (authcode) => {
                    console.info(authcode);

                    my.getAuthUserInfo({
                        scopes: ['auth_user'],
                        success: (res) => {
                            this.userInfo = res;
                            resolve(this.userInfo);
                        },
                        fail: () => {
                            reject({});
                        },
                    });
                },
                fail: () => {
                    reject({});
                },
            });
        });
    },
);

```

The `app.json` is the global configuration file of the Mini Program, where it is possible to configure the general navigation bar title, window background color and other configurations of the Mini Program. For more configurations, see [global configuration documentation](#).

copy

```
{
  "pages": [
    "pages/todos/todos",
    "pages/add-todo/add-todo"
  ],
  "window": {
    "defaultTitle": "Todo App"
  }
}
```

The `app.acss` is the global style of a Mini Program. The selectors defined in the `app.acss` can be applied to all pages in the Mini Program project.

copy

```
page {
  flex: 1;
  display: flex;
}
```

The page selector is a special selector supported by the framework, which works with the page root node container available in the framework.

Mini Program Page

We have two pages in this demo project: Todo List page and Add Todo page, both reside in the `pages` directory. All page paths of the Mini Program must be declared in the `app.json`, and a page path starts from the project root directory and should omit the filename extension. The very first path declared `app.json` is the home page of a Mini Program.

Each Mini Program page consists of four types of files under the same directory:

- JS logic script file with the `.js` extension
- Configuration file with the `.json` extension
- Style file with the `.acss` extension
- UI Layout file with the `.axml` extension.

Todo List Page

The `todos.axml` is the structure template file of the page:

copy

```
<view class="page-todos">
    <view class="user">
        <image class="avatar" src="{{user.avatar}}" background-size="cover"></image>
        <view class="nickname">{{user.nickName}}'s Todo List</view>
    </view>
    <view class="todo-items">
        <checkbox-group class="todo-items-group" onChange="onTodoChanged">
            <label class="todo-item" a:for="{{todos}}>
                <checkbox value="{{item.text}}" checked="{{item.completed}}"/>
            <text class="{{item.completed ? 'checked' : ''}}>
                {{item.text}}</text>
            </label>
        </checkbox-group>
        <view class="todo-item">
            <button onTap="addTodo">Add Todo</button>
        </view>
    </view>
</view>
```

This UI layout have built-in UI components such as `<view/>`, `<image/>`, `<text/>`, `<button/>`, `<label/>` and `<checkbox/>` to build up the page structure, and we use `a:for` attribute to perform list rendering which iterates the todos list and render a `label` for each todo data respectively.

For binding data, see [Data binding](#) document. For binding event, see [event handling](#) document.

The `todos.js` is the logic script file of the page:

copy

```
// Get global app instance
const app = getApp();

Page({
  data: {},
  onLoad() {
    // Get user information and render
    app.getUserInfo().then(
      user => this.setData({
        user,
      }),
    );
  },
  // Listen to lifecycle
  onShow() {
    // Render global data to current page
    this.setData({ todos: app.todos });
  },
  // Event handler
  onTodoChanged(e) {
    // Modify global data and re-render
    const checkedTodos = e.detail.value;
    app.setTodos(app.todos.map(todo => ({
      ...todo,
      completed: checkedTodos.indexOf(todo.text) > -1,
    })));
    this.setData({ todos: app.todos });
  },
  addTodo() {
    // Call page jump API for page jump
    my.navigateTo({ url: '../add-todo/add-todo' });
  },
});
```

In this file, we have:

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- Get Mini Program app instance and other page instances (`getApp`, `getCurrentPages`).
- Declare and process data
- Respond to page interaction events, call APIs, etc.

- Attention here: the `app.todos` object is the global variable defined in `app.js`.

The `todos.acss` is the style file of the page:

copy

```
.page-todos {  
    flex: 1;  
    display: flex;  
    flex-direction: column;  
}  
  
.user {  
    display: flex;  
    padding: 30px 30px 0 30px;  
}  
  
.avatar {  
    width: 128rpx;  
    height: 128rpx;  
    margin-right: 40rpx;  
    border-radius: 50%;  
}  
  
.nickname {  
    display: flex;  
    flex-direction: column;  
    justify-content: center;  
    font-size: 40rpx;  
}  
  
.todo-items {  
    padding: 80rpx;  
}  
  
.todo-items-group {  
    display: flex;  
    flex-direction: column;  
}  
  
.checked {  
    color: #d9d9d9;  
    text-decoration: line-through;  
}  
  
.todo-item {  
    margin-bottom: 15px;  
}
```

The `acss` styling file is not mandatory. See [Style](#) document for `acss` file syntax. When a page has the style sheet, the style rule in the page style sheet overrides the style rules in the `app.acss`. if the style sheet is not specified for the page, it is also possible to directly

use the style rules specified in `app.acss`.

The `todos.json` is the configuration file of the page. Here it is an empty file.

The configuration file is not mandatory. When a page has the configuration file, the configuration item overwrites the same configuration items in the window of `app.json`. If no page configuration file is specified, the page directly uses the default configuration in `app.json`. Therefore, the index page title is the Todo App specified for `app.json`.

Add Todo Page

The `add-todo.axml` is the structure template file of the page:

copy

```
<view class="page-add-todo">
  <view class="add-todo">
    <input
      class="add-todo-input"
      placeholder="What needs to be done?"
      onBlur="onBlur"
      value="{{inputValue}}"
    />
  </view>
  <view class="todo-footer">
    <add-button text="Add Todo" onClickMe="add" ></add-button>
  </view>
</view>
```

There are two core functions in the page:

1. Use the `<input/>` component to accept user input.
2. The `<add-button>` is a custom component. We can wrap the whole codes of some function into a custom component for easy reuse elsewhere.

`add-todo.js` page logic code:

copy

```
const app = getApp();

Page({
  data: {
    inputValue: '',
  },
  onBlur(e) {
    this.setData({
      inputValue: e.detail.value,
    });
  },
  add() {
    app.todos = app.todos.concat([\
```

```

    {\ \
      text: this.data.inputValue,\ \
      compeleted: false,\ \
    },\ \
  ]); \
  my.navigateBack(); \
}, \
);

```

add-todo.acss is consistent with todos.acss usage and will not be described again.

Since the add-todo.json refers to a custom component, it should be declared in json, otherwise error will be reported:

copy

```
"usingComponents": { \
  "add-button": "/components/add-button/add-button" \
}
```

We will learn how to publish a Mini Program in the [next tutorial](#).

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/quick-start_learn-more-about-todo-app-demo

Lifecycle {#lifecycle}

Last updated: 2021-05-09

Path: miniprogram_gcash

Lifecycle

2021-05-09 18:43

Lifecycle Function

The lifecycle function of component is triggered by framework at special timing. Its detailed information is described in table below.

--- --- ---	Lifecycle	Parameter	Description
onInit	No	Trigger on component creation.	
deriveDataFromProps		Trigger on component creation and before update.	
nextProps		Trigger on component creation completion.	
didMount	No	Trigger on component creation completion.	
didUpdate	(prevProps,prevData)	Trigger on component update completion.	
didUnmount	No	Trigger on component deletion.	

onInit

The `onInit` is triggered on component creation. In `onInit`, it is possible to:

- Access such attributes as `this.is`, `this.$id` and `this.$page`
- Access `this.data` and `this.props`
- Access the custom attribute in component “methods”
- Call `this.setData` and `this.$spliceData` to modify data

Example 1:

copy

```
// /components/counter/index.js
Component({
  data: {
    counter: 0,
  },
  onInit() {
    this.setData({
      counter: 1,
      is: this.is,
    });
  },
})
```

copy

```
<!-- /components/counter/index.axml -->
<view>{{counter}}</view>
<view>{{is}}</view>
```

When the component is rendered on the page, the page output is as below:

copy

```
1
/components/counter/index
```

Example 2:

copy

```
// /components/counter/index.js
Component({
  onInit() {
    this.xxx = 2;
    this.data = { counter: 0 };
  },
})
```

copy

```
<!-- /components/counter/index.axml -->
<view>{{counter}}</view>
```

When the component is rendered on the page, the page output is as below:

copy

```
0
```

deriveDataFromProps

The deriveDataFromProps is triggered on component creation and update. In the deriveDataFromProps, it is possible to:

- Access such attributes as this.is, this.\$id and this.\$page
- Access this.data and this.props
- Access the custom attribute in component “methods”
- Call this.setData and this.\$spliceData to modify data
- Use the nextProps parameter to get the props parameter to be updated

Sample code:

Note

In this example, click the + button, and the counter on the page remains unchanged till the pCounter value is greater than 5.

copy

```
// /components/counter/index.js
Component({
  data: {
    counter: 5,
  },
  deriveDataFromProps(nextProps) {
    if (this.data.counter < nextProps.pCounter) {
      this.setData({
        counter: nextProps.pCounter,
      });
    }
  },
})
```

copy

```
<!-- /components/counter/index.axml -->
<view>{{counter}}</view>
```

copy

```
// /pages/index/index.js
Page({
  data: {
    counter: 1,
  },
  plus() {
    this.setData({ counter: this.data.counter + 1 })
  },
})
```

copy

```
<!-- /pages/index/index.axml -->
<counter pCounter="{{counter}}"/>
<button onTap="plus">+</button>
```

didMount

The didMount is the callback after the initial render of the custom component. Now the page has been rendered, and usually server end data is requested.

Sample code:

copy

```
Component({
  data: {},
  didMount() {
    let that = this;
    my.httpRequest({
      url: 'http://httpbin.org/post',
      success: function(res) {
        console.log(res);
        that.setData({name: 'Name Example'});
      }
    });
  },
});
```

didUpdate

The didUpdate is the callback after the update of custom component. It is called whenever the component data changes.

Sample code:

copy

```
Component({
  data: {},
```

```
    componentDidUpdate(prevProps, prevState) {
      console.log(prevProps, this.props, prevState, this.state);
    },
  );
}
```

Note:

- Internal call of **this.setData** in the component triggers componentDidUpdate
- External call of **this.setData** triggers componentDidUpdate, too

didUnmount

The didUnmount is the callback after the custom component deletion. It is called whenever the component instance is unloaded from the page.

Sample code:

copy

```
Component({
  data: {},
  didUnmount() {
    console.log(this);
  },
});
```

Component Lifecycle Illustration

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_custom-component_create-custom-component_lifecycle

Lifecycle {#lifecycle}

Last updated: 2022-07-03

Path: miniprogram_gcash

Lifecycle

2022-07-03 18:44

Lifecycle Function

The lifecycle function of component is triggered by framework at special timing. Its detailed information is described in table below.

	Lifecycle	Parameter	Description
1	onInit	No	Trigger on component creation.
2	deriveDataFromProps	nextProps	Trigger on component creation and before update.
3	didMount	No	Trigger on component creation completion.
4	didUpdate	(prevProps,prevData)	Trigger on component update completion.
5	didUnmount	No	Trigger on component deletion.

onInit

The onInit is triggered on component creation. In onInit, it is possible to:

- Access such attributes as this.is, this.\$id and this.\$page
- Access this.data and this.props
- Access the custom attribute in component “methods”
- Call this.setData and this.\$spliceData to modify data

Example 1:

copy

```
// /components/counter/index.js
Component({
  data: {
    counter: 0,
  },
  onInit() {
    this.setData({
      counter: 1,
      is: this.is,
    });
  },
})
```

copy

```
<!-- /components/counter/index.axml -->
<view>{{counter}}</view>
<view>{{is}}</view>
```

When the component is rendered on the page, the page output is as below:

copy

```
1
/components/counter/index
```

Example 2:

copy

```
// /components/counter/index.js
Component({
  OnInit() {
    this.xxx = 2;
    this.data = { counter: 0 };
  },
})
```

copy

```
<!-- /components/counter/index.axml -->
<view>{{counter}}</view>
```

When the component is rendered on the page, the page output is as below:

copy

0

deriveDataFromProps

The deriveDataFromProps is triggered on component creation and update. In the deriveDataFromProps, it is possible to:

- Access such attributes as this.is, this.\$id and this.\$page
- Access this.data and this.props
- Access the custom attribute in component “methods”
- Call this.setData and this.\$spliceData to modify data
- Use the nextProps parameter to get the props parameter to be updated

Sample code:**Note**

In this example, click the + button, and the counter on the page remains unchanged till the pCounter value is greater than 5.

copy

```
// /components/counter/index.js
Component({
  data: {
    counter: 5,
  },
  deriveDataFromProps(nextProps) {
    if (this.data.counter < nextProps.pCounter) {
```

```

        this.setData({
            counter: nextProps.pCounter,
        });
    },
},
)

copy

<!-- /components/counter/index.axml -->
<view>{{counter}}</view>

copy

// /pages/index/index.js
Page({
    data: {
        counter: 1,
    },
    plus() {
        this.setData({ counter: this.data.counter + 1 })
    },
})

```

copy

```

<!-- /pages/index/index.axml -->
<counter pCounter="{{counter}}"/>
<button onTap="plus">+</button>

```

didMount

The didMount is the callback after the initial render of the custom component. Now the page has been rendered, and usually server end data is requested.

Sample code:

copy

```

Component({
    data: {},
    didMount() {
        let that = this;
        my.httpRequest({
            url: 'http://httpbin.org/post',
            success: function(res) {
                console.log(res);
                that.setData({name: 'Name Example'});
            }
        });
    },
});

```

didUpdate

The didUpdate is the callback after the update of custom component. It is called whenever the component data changes.

Sample code:

copy

```
Component({  
  data: {},  
  didUpdate(prevProps, prevState) {  
    console.log(prevProps, this.props, prevState, this.state);  
  },  
});
```

Note:

- Internal call of **this.setData** in the component triggers didUpdate
- External call of **this.setData** triggers didUpdate, too

didUnmount

The didUnmount is the callback after the custom component deletion. It is called whenever the component instance is unloaded from the page.

Sample code:

copy

```
Component({  
  data: {},  
  didUnmount() {  
    console.log(this);  
  },  
});
```

Component Lifecycle Illustration

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_custom-component_create-custom-component_lifecycle

List {#list}

Last updated: 2022-07-03

Path: miniprogram_gcash

List

2022-07-03 18:44

List

List

||||| --- | --- | --- || **Property** | **Description** | **Type** || className | Custom class. | String |

Slots

||||| --- | --- || **slotName** | **Description** || header | Optional, list header. || footer | Optional, used to render list footer. |

List-item

||||||| --- | --- | --- | --- || **Property** | **Description** | **Type** | **Default** || className | Custom class. | String ||| thumb | Thumbnail, picture address. | String ||| arrow | With arrow or not. | Boolean | false || align | Vertical alignment of sub-elements, choices: top, middle, bottom | String | middle || index | Unique index of list item. | String ||| onClick | Call this function when clicking list-item. | ({index, target}) => void ||| last | If it is the last list item. | Boolean | false || disabled | Not clickable, no hover effect. | Boolean | false || multipleLine | Multiple lines. | Boolean | false || wrap | Wrap or not. By default, excessive text length is hidden. | Boolean | false |

Slots

||||| --- | --- || **slotname** | **Description** || extra | Optional, used to render right-hand notes of list item. || prefix | Optional, used to render left-hand notes of list item. |

Example

copy

```
{
  "defaultTitle": "AntUI Component Library",
  "usingComponents": {
    "list": "mini-antui/es/list/index",
    "list-item": "mini-antui/es/list/list-item/index"
  }
}
```

copy

```
<view>
  <list>
```

```
<view slot="header">
    List Header
</view>
<block a:for="{{items}}">
    <list-item
        thumb="{{item.thumb}}"
        arrow="{{item.arrow}}"
        align="{{item.align}}"
        index="{{index}}"
        onClick="onItemClick"
        key="items-{{index}}"
        last="{{index === (items.length - 1)}}"
    >
        {{item.title}}
        <view class="am-list-brief">{{item.brief}}</view>
        <view slot="extra">
            {{item.extra}}
        </view>
    </list-item>
</block>
<view slot="footer">
    List footer
</view>
</list>
<list>
    <view slot="header">
        List Header
    </view>
    <block a:for="{{items2}}">
        <list-item
            thumb="{{item.thumb}}"
            arrow="{{item.arrow}}"
            onClick="onItemClick"
            index="items2-{{index}}"
            key="items2-{{index}}"
            last="{{index === (items2.length - 1)}}"
        >
            {{item.title}}
            <view class="am-list-brief">{{item.brief}}</view>
            <view a:if="{{item.extra}}" slot="extra">
                {{item.extra}}
            </view>
        </list-item>
    </block>
    <view slot="footer">
        List footer
    </view>
</list>
</view>
```

copy

```

Page({
  data: {
    items: [\n      {\n        title: 'Simple List',\n        extra: 'Details',\n      },\n    ],\n    items2: [\n      {\n        title: 'Complex List',\n        arrow: true,\n      },\n      {\n        title: 'Complex List',\n        arrow: 'up',\n      },\n      {\n        title: 'Complex List',\n        arrow: 'down',\n      },\n      {\n        title: 'Complex List',\n        arrow: 'empty',\n      },\n      {\n        title: 'Complex List',\n      },\n    ],\n  },
  onItemClick(ev) {
    my.alert({
      content: `Click the ${ev.index} row`,
    });
  },
});

```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_layout-navigation_list

List Rendering {#list-rendering}

Last updated: 2021-05-09

Path: miniprogram_gcash

List Rendering

2021-05-09 18:43

a:for

Using `a:for` attribute on component can bind an array, and then the data in the array can be used to render the component repeatedly.

The current item in the array has a default subscript variable name `index`. The current item of the array has a default variable name `item`.

copy

```
<view a:for="{{array}}>
  {{index}}: {{item.message}}
</view>
```

copy

```
Page({
  data: {
    array: [\
      message: 'foo', \
    ], {\
      message: 'bar', \
    }],
  },
});
```

Use `a:for-item` to specify the variable name for the current element of the array. Use `a:for-index` to specify the current subscript variable name of the array.

copy

```
<view a:for="{{array}}" a:for-index="idx" a:for-item="itemName">
  {{idx}}: {{itemName.message}}
</view>
```

`A:for` supports nesting.

Below are the sample codes for the Multiplication Table nesting.

copy

```
<view a:for="{{[1, 2, 3, 4, 5, 6, 7, 8, 9]}}" a:for-item="i">
  <view a:for="{{[1, 2, 3, 4, 5, 6, 7, 8, 9]}}" a:for-item="j">
    <view a:if="{{i <= j}}>
      {{i}} * {{j}} = {{i * j}}
    </view>
  </view>
</view>
```

block a:for

Similar to block a:if, a:for can be used on the <block/> tag to render a structural block with multiple nodes.

copy

```
<block a:for="{{[1, 2, 3]}}">
  <view> {{index}}: </view>
  <view> {{item}} </view>
</block>
```

a:key

If the list item may change position dynamically or new item will be added into the list, and it is expected to maintain the features and state of the list item (such as the entry contents of <input/> and the checked status of <switch/>), the a:key should be used to specify the unique identifier of the list item.

The a:key value is provided in one of the two modes:

- String: Representing an attribute of the list item. The attribute value needs to be a unique string or number in the list, such as ID, and cannot change dynamically.
- Reserved keyword *this: Representing the list item itself. Moreover, it is the unique string or number. For example, when the change of the current data triggers re-rendering, the component with key will be rectified. The framework ensures they are reordered, but not recreated. In this way, the component can maintain its status, increasing the list rendering efficiency.

Note:

- If the a:key is not provided, it reports a warning.
- This can be ignored if it is known the list is static or the order is not concerned.

Below are the sample codes:

copy

```
<view class="container">
  <view a:for="{{list}}" a:key="*this">
    <view onTap="bringToFront" data-value="{{item}}">
      {{item}}: click to bring to front
    </view>
  </view>
</view>
```

copy

```
Page({
  data: {
    list: ['1', '2', '3', '4'],
  }
})
```

```

},
bringToFront(e) {
    const { value } = e.target.dataset;
    const list = this.data.list.concat();
    const index = list.indexOf(value);
    if (index !== -1) {
        list.splice(index, 1);
        list.unshift(value);
        this.setData({ list });
    }
},
});

```

key

The key is a more popular writing style than `a:key`, where any expression and string can be filled.

Note: The key can not be set on block.

Below are the sample codes:

copy

```
<view class="container">
    <view a:for="{{list}}" key="{{item}}>
        <view onTap="bringToFront" data-value="{{item}}>
            {{item}}: click to bring to front
        </view>
    </view>
</view>
```

copy

```
Page({
    data:{
        list:['1', '2', '3', '4'],
    },
    bringToFront(e) {
        const { value } = e.target.dataset;
        const list = this.data.list.concat();
        const index = list.indexOf(value);
        if (index !== -1) {
            list.splice(index, 1);
            list.unshift(value);
            this.setData({ list });
        }
    },
});

```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_axml-reference_list-rendering

List Rendering {#list-rendering}

Last updated: 2022-07-03

Path: miniprogram_gcash

List Rendering

2022-07-03 18:44

a:for

Using `a:for` attribute on component can bind an array, and then the data in the array can be used to render the component repeatedly.

The current item in the array has a default subscript variable name `index`. The current item of the array has a default variable name `item`.

copy

```
<view a:for="{{array}}>
  {{index}}: {{item.message}}
</view>
```

copy

```
Page({
  data: {
    array: [\
      message: 'foo', \
    ], {\
      message: 'bar', \
    },
  },
});
```

Use `a:for-item` to specify the variable name for the current element of the array. Use `a:for-index` to specify the current subscript variable name of the array.

copy

```
<view a:for="{{array}}" a:for-index="idx" a:for-item="itemName">
  {{idx}}: {{itemName.message}}
</view>
```

A:for supports nesting.

Below are the sample codes for the Multiplication Table nesting.

copy

```
<view a:for="{{[1, 2, 3, 4, 5, 6, 7, 8, 9]}}" a:for-item="i">
  <view a:for="{{[1, 2, 3, 4, 5, 6, 7, 8, 9]}}" a:for-item="j">
    <view a:if="{{i <= j}}">
      {{i}} * {{j}} = {{i * j}}
    </view>
  </view>
</view>
```

block a:for

Similar to block a:if, a:for can be used on the <block/> tag to render a structural block with multiple nodes.

copy

```
<block a:for="{{[1, 2, 3]}}">
  <view> {{index}}: </view>
  <view> {{item}} </view>
</block>
```

a:key

If the list item may change position dynamically or new item will be added into the list, and it is expected to maintain the features and state of the list item (such as the entry contents of <input/> and the checked status of <switch/>), the a:key should be used to specify the unique identifier of the list item.

The a:key value is provided in one of the two modes:

- String: Representing an attribute of the list item. The attribute value needs to be a unique string or number in the list, such as ID, and cannot change dynamically.
- Reserved keyword `*this`: Representing the list item itself. Moreover, it is the unique string or number. For example, when the change of the current data triggers re-rendering, the component with key will be rectified. The framework ensures they are reordered, but not recreated. In this way, the component can maintain its status, increasing the list rendering efficiency.

Note:

- If the a:key is not provided, it reports a warning.
- This can be ignored if it is known the list is static or the order is not concerned.

Below are the sample codes:

copy

```
<view class="container">
  <view a:for="{{list}}" a:key="*this">
    <view onTap="bringToFront" data-value="{{item}}>
      {{item}}: click to bring to front
    </view>
  </view>
</view>
```

copy

```
Page({
  data:{
    list:['1', '2', '3', '4'],
  },
  bringToFront(e) {
    const { value } = e.target.dataset;
    const list = this.data.list.concat();
    const index = list.indexOf(value);
    if (index !== -1) {
      list.splice(index, 1);
      list.unshift(value);
      this.setData({ list });
    }
  },
});
```

key

The key is a more popular writing style than `a:key`, where any expression and string can be filled.

Note: The key can not be set on block.

Below are the sample codes:

copy

```
<view class="container">
  <view a:for="{{list}}" key="{{item}}>
    <view onTap="bringToFront" data-value="{{item}}>
      {{item}}: click to bring to front
    </view>
  </view>
</view>
```

copy

```
Page({
  data:{
    list:['1', '2', '3', '4'],
```

```

},
bringToFront(e) {
  const { value } = e.target.dataset;
  const list = this.data.list.concat();
  const index = list.indexOf(value);
  if (index !== -1) {
    list.splice(index, 1);
    list.unshift(value);
    this.setData({ list });
  }
},
);

```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_axml-reference_list-rendering

List-secondary {#list-secondary}

Last updated: 2022-07-07

Path: miniprogram_gcash

List-secondary

2022-07-07 17:08

You can use the list-secondary component to display the additional information on the right side of the list item. The list-secondary component is placed in the **extra** slot. See [list-item](#) for details.

Sample code

See the sample codes in different languages:

.json

copy

```
{
  "defaultTitle": "List",
  "usingComponents": {
    "list": "mini-ali-ui/es/list/index",
    "list-item": "mini-ali-ui/es/list/list-item/index",
    "list-secondary": "mini-ali-ui/es/list/list-secondary/index"
  }
}
```

```

    }
}

```

.axml

copy

```

<list>
  <view slot="header">
    list header
  </view>
  <list-item thumb="http://thumb.link.png"
    arrow="{{true}}"
    onClick="onItemClick"
    upperSubtitle="upper subtitle"
    lowerSubtitle="lower subtitle" >
    main title
    <list-secondary
      title="secondary title"
      subtitle="secondary subtitle"
      thumb="http://thumb.url.jpg"
      thumbSize="20"
      slot="extra" />
  </list-item>
  <view slot="footer">
    list footer
  </view>
</list>

```

.js

copy

```

Page({
  onClick() {
    my.alert({
      content: 'click the event on list item'
    })
  }
})

```

Parameters

||||| --- | --- | --- || **Property** | **Type** | **Description** || thumb | String | URL of thumbnail image. || title | String | Title. || subtitle | String | Subtitle. || thumbSize | String | Size of thumbnail image, which is required when *thumb* is specified. It is recommended to manually set the size. Otherwise, the image height is adjusted automatically, but might not be consistent with the text height. |

slots

Six slots are available for one list item. The following figure illustrates the name and position of each slot:

```
||||---|---|| Slot Name | Description || supporting | Header slot on the left side of the
list item. || default | Default slot, which is used to display the title. || afterTitle | Slot on
the right of the title, which is used to display lable or icon. || afterUpperSubtitle | Slot on
the right of the upper subtitle, which is used to display lable or icon. || afterLowerSubtitle
| Slot on the right of the lower subtitle, which is used to display lable or icon. || extra |
Slot on the right side of the list item, which is used to display additional information. |
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_layout_secondlist

List-term {#list-term}

Last updated: 2022-07-03

Path: miniprogram_gcash

List-term

2022-07-03 18:44

You can use the list-item component to customize items in a list.

Sample code

See the sample codes in different languages:

.json

copy

```
{
  "defaultTitle": "List",
  "usingComponents": {
    "list": "mini-ali-ui/es/list/index",
    "list-item": "mini-ali-ui/es/list/list-item/index"
  }
}
```

.axml

copy

```

<list>
  <view slot="header">
    list header
  </view>
  <list-item thumb="http://thumb.link.png"
    arrow="{{true}}"
    onClick="onItemClick"
    upperSubtitle="upper subtitle"
    lowerSubtitle="lower subtitle" >
    main title
    <view slot="extra">
      additional information
    </view>
  </list-item>
  <view slot="footer">
    list footer
  </view></list>

```

.js

copy

```

Page({
  onItemClick() {
    my.alert({
      content: 'click the event on list item'
    })
  }
})

```

Parameters

||||| --- | --- | --- | --- | **Property | Type | Description** || arrow | Boolean | An indicator of whether to use an arrow. The default value is `true`. || thumb | String | URL of the thumbnail image. || index | String | The index that is used to record the position, which is returned in the event callback. || borderRadius | Boolean | An indicator of whether the list item is rounded. The default value is `false`. || upperSubtitle | String | Upper subtitle. || lowerSubtitle | String | Lower subtitle. || titlePosition | String | Title position. Valid values are:

- `top`
- `middle`
- `bottom`

The default value is `top`. || thumbSize | String | Size of thumbnail image, which is required if `thumb` is specified. The default value is `40 px`. || onClick | Function | The event that is triggered when users tap the list item. || last | Boolean | An indicator of whether to display a line under the list item. The default value is `false`.

slot

Six slots are available for one list item. The following figure illustrates the name and position of each slot:

||||---|---|| **Slot Name | Description** || supporting | Header slot on the left side of the list item. || default | Default slot, which is used to display the title. || afterTitle | Slot on the right of the title, which is used to display label or icon. || afterUpperSubtitle | Slot on the right of the upper subtitle, which is used to display label or icon. || afterLowerSubtitle | Slot on the right of the lower subtitle, which is used to display label or icon. || extra | Slot on the right side of the list item, which is used to display additional information. |

FAQ

How do I remove the line under the last list item?

If you want to remove the line under the last list item, set the value of *last* as true.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_layout_list-term

Long Password {#long-password}

Last updated: 2022-07-03

Path: miniprogram_gcash

Long Password

2022-07-03 18:44

You can use the long-password component to display the input box for the password.

Note:

The long-password is a controlled component. The component value needs to be obtained by the *onInput* event.

Sample code

See the sample codes in different languages:

.json

copy

```
{
  "defaultTitle": "verify-code",
  "usingComponents": {
    "long-password": "mini-ali-ui/es/long-password/index"
```

```

    }
}
```

.axml

copy

```
<view>
    <view style="margin-top: 10px;" />
    <view style="padding: 0 10px;">Long password box</view>
    <view style="margin-top: 10px;" />
    <long-password
        placeholder=""
        value="{{longPassword}}"
        clear="{{true}}"
        onInput="onInput"
        onClear="onClear" />
</view>
```

.js

copy

```
Page({
  data: {
    longPassword: '',
  },
  onInput(e) {
    this.setData({
      longPassword: e.detail.value,
    });
  },
  onClear() {
    this.setData({
      longPassword: '',
    });
  },
});
```

Parameters

||||| --- | --- | --- || **Property** | **Type** | **Description** || className | String | Customized class. || inputCls | String | Customized class for the input box that uses the [input](#) component. || last | Boolean | An indicator of whether the input box is the last one. The default value is `false`. || value | String | Initial content. || name | String | Component name, which is used to obtain data by submitting the form. || placeholder | String | Placeholder. || placeholderStyle | String | Style of the placeholder. || placeholderClass | String | Style class of the placeholder. || disabled | Boolean | An indicator of whether to disable the function of clearing the password. The default value is `false`. || maxlength | Number | Maximum length of the password. The default value is `140`. || focus | Boolean |

An indicator of whether to get focus. The default value is `false`.
|| `clear` | Boolean | An indicator of whether to clear the input. The default value is `true`, and takes effect only when the value of `disabled` is `false`.
|| `onInput` | (e: Object) => void | The event that is triggered when users tap the keyboard.
|| `onConfirm` | (e: Object) => void | The event that is triggered when users tap the **Done** button on the keyboard.
|| `onFocus` | (e: Object) => void | The event that is triggered when an element gets the focus.
|| `onBlur` | (e: Object) => void | The event that is triggered when an element loses the focus.
|| `onClear` | (e: Object) => void | The event that is triggered when users tap the **Clear** button.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_form_password

Manage Mini Programs {#manage-mini-programs}

Last updated: 2022-07-07

Path: miniprogram_gcash

Manage Mini Programs

2022-07-07 17:08

The Mini Program Manage functionality is available for admins and developers to manage mini programs. Depending on your roles, you can perform different actions to manage your mini programs. Check this [video](#) to quickly get an overview of how to manage mini programs.

Admins, Reviewers, and Developers can manage mini programs with the highest authorization, while **Developers** have the authorization for their own mini programs. For more information about the roles, see [Member Role](#).

Features

Depending on your roles, you can benefit from all or some of the following features. Admins can manage all the mini programs with all the features, while reviewers, developer admins, and developers can view their mini programs by either adding members (as developers or admins) or done in the mini program development.

To be specific, you can benefit from the following features:

Create a new mini program

You can choose the mini program type and create a new mini program after you provide the required information. This feature is available for both admins and developers.

See [Create Mini Programs](#) for detailed steps.

Note:

See [Mini Program Types](#) to check the difference between the two types of mini programs.

To create a HTML5 mini program, see [How to transform an HTML 5 mobile app to an HTML 5 mini program](#).

Check mini programs in the list

You can check the mini programs in a list.

- Admins can check all the mini programs in the space.
- Other roles can check the authorized mini programs.

To be specific, you can:

- Check the basic information, such as name, type, ID, creator and last modified time of a mini program.
- View the performance and quality of each mini program and navigate to these pages:
 - [Performance](#)
 - [Real-time analysis](#)
 - [Quality](#)

Navigate to the detail page of the mini program

You can search for the mini program by mini program name, mini program ID, or creator. You click one specific mini program in the list and navigate to the detail page to check the following features:

- Information
- Versions
- Members
- Features
- QR Code
- Configuration

Manage a selected mini program in the detail page

To be specific, you can:

- Information
 - admins can modify or update the mini program information that is provided when you create the mini program. In addition, you can use multi-languages to describe your mini program information to localize the mini program.
- Other roles can view the information.
- Versions

You can check the version list of the mini program and filter mini programs by status. By selecting one specific version, you can check the detailed version information, JSAPIs that are used in the mini program, and the release progress. admins can also add release notes under **Version Info > Release Note** and submit an approval request to publish the version.

- Members
 - admins can add members to join the mini program project and remove members from the project to develop, debug, release and manage mini programs.
 - Set the member to either of the following roles:
 - Developer Admin
 - Developer
 - Other roles can view the member information.
 - Features

The feature is a package that contains JSAPIs that are used in the mini program. You can view the feature list. By selecting a specific feature, you can view all the JSAPIs contained in the feature.

In addition, developer admins can also add or delete features.

- QR Code

This feature is available for admins. You can take the following actions to the QR code:

- Display a default QR code for testing, which will disappear after a period of time as shown below the QR code.
- Define a new QR code with the URL and Page Parameters.
- Delete the default QR codes.
- Check the details of a QR code.
- Download a QR code.
- Configuration
 - admins can configure the client ID, the merchant ID, and whitelists.
 - Admins can view the configured information.

Remove the mini program

You can send your removal request of the mini program. After the removal request is approved, you can remove the mini program.

Note:

This feature is only available for admins.

More information

Overview

How-to videos

How to manage Mini Programs

How to transform an HTML 5 mobile app to an HTML 5 mini program

How to customize your analysis

Settings

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/mini-program

Manage apps {#manage-apps}

Last updated: 2022-07-07

Path: miniprogram_gcash

Manage apps

2022-07-07 17:08

With the App Manage functionality, you can view app information and manage apps. This functionality is available for workspace admins.

Features

You can benefit from the following features:

- Create a new app

You can create a new app after you provide the required information.

- Check app information

You can check the information of one specific app, which includes:

- **Mini Program Accessing Key (RSA-2048)**: A unique key that allows container SDKs to access mini program data through SaaS.
- **Offline Package RSA Public Key**: The public key that is used by the app to verify the signature after downloading the offline package.

- **Android App Package Name:** The Android app package name. This field is required for Android app.
- **Android App Minimum Support OS Version:** The minimum OS version that the Android app supports. This field is required for Android app.
- **iOS App Bundle ID:** The iOS app bundle ID. This field is required for iOS app.
- **iOS App Minimum Support OS Version:** The minimum OS version that the iOS app supports. This field is required for iOS app.
- **Manage the app**

You can modify the app information and delete the app.

More information

[Overview](#)

[Member Role](#)

[Workflow Procedures](#)

[Manage Mini Program](#)

[Manage Workspace](#)

[Authorization](#)

[Approvals](#)

[Settings](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/apps

Manage workspace {#manage-workspace}

Last updated: 2022-07-07

Path: miniprogram_gcash

Manage workspace

2022-07-07 17:08

The Workspace Manage functionality is available for workspace admins and developer admins. Depending on your roles, you can perform different actions to manage the workspace.

Features

The following features are available for workspace admins under **Workspace**:

- Check workspace admins

You can check all other workspace admins.

- Manage the tenant workspace

You can check the following information about the tenant workspace under **Tenant Workspace** and change the information by sending us an email.

- **Workspace ID:** The unique ID that is assigned by the Mini Program Development Platform to identify a workspace.
- **Workspace Name:** Name of the tenant workspace.
- **Status:** Workspace status that identifies whether the workspace is verified by AIMPDP.
- **Business Address:** The company address that is used for the registration.
- **Business representative:** Name of legal representative.
- **Representative email:** Email address of legal representative.

Figure 1. Workspace admins manage the tenant workspace

- Manage the developer workspace

Workspace admins can check the list of developer workspaces under **Developer Workspaces**, which includes the following information:

- **Workspace Name:** Name of the developer workspace.
- **Company Name:** Name of the merchant company.
- **Number of Mini Programs:** Number of mini programs in the developer workspace.
- **Action:** The action that is taken to the developer workspace.
- Workspace admins can remove the developer workspace only when there's neither published mini program, nor any upload of mini programs into the workspace in the past 30 days.
- Workspace admins can view details of the developer workspace.

Figure 2. Workspace admins manage developer workspaces

The following features are available for developer admins under **Developer Workspace**:

- Check the workspace admins
- Check the workspace details, such as creation time, workspace ID, workspace name and status.
- Check the details of your business information, such as business address, scope of business, and contact email address.

Figure 3. Developer admins check the developer workspace info

More information

[Overview](#)

[Member Role](#)

[Workflow Procedures](#)

[Manage Mini Program](#)

[Settings](#)

[Authorization](#)

[Approvals](#)

[Manage Apps](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/workspace

MapContext Overview {#mapcontext-overview}

Last updated: 2022-07-03

Path: miniprogram_gcash

MapContext Overview

2022-07-03 18:44

Call [my.createMapContext](#) to obtain a MapContext instance. A MapConext instance is bound with a map component through its ID. Manipulate the corresponding [map component](#) through MapContext.

Methods

||||---|---|| **Option | Description** || [MapContext.clearRoute](#) | Clear the walking route on the map. || [MapContext.gestureEnable](#) | Enable or disable all gestures. || [MapContext.getCenterLocation](#) | Get the center location of the current map. || [MapContext.moveToLocation](#) | Display the pinned location at the center of the map and restore the default zoom level. Use this method together with the *show-location* method of the map component. || [MapContext.showRoute](#) | Show the default walking route planned. Only one route is displayed. || [MapContext.showsCompass](#) | Set the visibility of the compass. || [MapContext.updateComponents](#) | Update the map API incrementally. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_map_mapcontext_overview

MapContext.clearRoute {#mapcontextclearroute}

Last updated: 2022-07-03

Path: miniprogram_gcash

MapContext.clearRoute

2022-07-03 18:44

Clear the walking route on the map.

Sample code

copy

```
this.mapCtx = my.createMapContext('map');
this.mapCtx.clearRoute();
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_map_clearroute

MapContext.gestureEnable {#mapcontextgestureenable}

Last updated: 2022-07-04

Path: miniprogram_gcash

MapContext.gestureEnable

2022-07-04 03:44

Enable or disable all gestures.

- 1: enable all gestures.
- 0: disable all gestures.

Parameter~~~~

--- --- --- ---	Property	Type	Required	Description		isGestureEnable	
Int Yes An indicator of whether the gestures are enabled.							

Sample code

copy

```
this.mapCtx = my.createMapContext('map');
this.mapCtx.gestureEnable({isGestureEnable:1});
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_map_gestureenable

MapContext.getCenterLocation {#mapcontextgetcenterlocation}

Last updated: 2022-07-03

Path: miniprogram_gcash

MapContext.getCenterLocation

2022-07-03 18:44

Get the center location of the current map.

Parameters~~~~

--- --- --- ---	Property	Type	Required	Description		success	Function
No The callback method that indicates a successful call.	fail	Function	No The				
callback method that indicates a failed call.	complete	Function	No The				
callback method that indicates the call is completed (this will be executed regardless of whether							
the call succeeds or fails).							

Success callback function

The parameters are in object type and have the following properties:

--- --- ---	Property	Type	Description		longitude	Number Longitude.
latitude	Number	Latitude.				

Sample code

copy

```
// .js
this.mapCtx = my.createMapContext('map');
this.mapCtx.getCenterLocation({
success: res => {
my.alert({
    content: 'longitude:' + res.longitude + '\nlatitude:' +
res.latitude,
});
console.log(res.longitude);
console.log(res.latitude);
}
});
});
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_map_getcenterlocation

MapContext.moveToLocation {#mapcontextmovetolocation}

Last updated: 2022-07-03

Path: miniprogram_gcash

MapContext.moveToLocation

2022-07-03 18:44

Display the pinned location at the center of the map and restore the default zoom level.
Use this API together with the show-location method of the map component.

Sample code

copy

```
this.mapCtx = my.createMapContext('map');
this.mapCtx.moveToLocation();
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_map_movetolocation

MapContext.showRoute {#mapcontextshowroute}

Last updated: 2022-07-03

Path: miniprogram_gcash

MapContext.showRoute

2022-07-03 18:44

Get the default walking route planned. Only one route is displayed.

Note:

The IDE simulator cannot obtain the return values. Use the real development environment to obtain the return values.

Parameters ~~~~

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || searchType | String

| No | Valid values are:

- walk: walking
- bus: public transit
- drive: driving
- ride: bicycling

The default value is **walk**. || startLat | Number | Yes | The latitude of the start point. || startLng | Number | Yes | The longitude of the start point. || endLat | Number | Yes | The latitude of the end point. || endLng | Number | Yes | The longitude of the end point. || throughPoints | Array | No | A set of points on the route. It is only available for driving guidance, that is, available when the value of

searchType is **drive**. || routeColor | HexColor | No | The color of the route. This parameter takes effect only in 2D maps. || iconPath | String | No | The texture of the route. In base library v1.11.0 and earlier versions, this parameter takes precedence over **routeColor** in 3D maps. Routes are covered by texture instead of a solid color. It's suggested that this parameter is not specified in base library v1.13.0 and later versions, because a default texture pattern is provided in 3D maps. It's also suggested to set the size of the image to an integer power of 2, such as 64*64. || iconWidth | Int | No | The width of the texture. This parameter takes effect only in base library v1.11.0 and earlier versions. It's suggested that this parameter is not specified in base library v1.13.0 and later versions, because a default texture width is set in 3D maps. || routeWidth | Int | No | The width of the route. This parameter takes effect only when texture is not used. It's suggested that this parameter is not specified in base library v1.13.0 and later versions, because a default value is set in 2D maps and it is no longer required in 3D maps. || zzIndex | Int | No | The Z-axis index of the overlay. || mode | Int | No | Only supported for driving and public transit modes. See [Mode values](#) for details. || city | String | Yes | Required in the public transit mode. || destinationCity | String | Yes | Required in the cross-city public transit mode. |

Mode values

||||| --- | --- | --- || **Mode** | **Bus** | **Drive** || 0 | Fastest route | Speed first (time). || 1 | Most economical route | Least cost (Choose the fastest toll-free route.) || 2 | Minimum transfers | Shortest distance. || 3 | Shortest walking distance | Avoid expressways. || 4 | Coziest route | Real-time route planning (to avoid traffic jams). || 5 | Avoid subway | Multiple strategies (comprehensively considering the speed first, least cost, and shortest distance strategies). || 6 | - | Avoid highways. || 7 | - | Avoid highway and toll roads. || 8 | - | Avoid toll roads and traffic jams. || 9 | - | Avoid highways, toll roads, and traffic jams. |

Success callback function

The type of the incoming parameter is Object with the following attributes:

||||| --- | --- | --- || **Property** | **Type** | **Description** || success | Boolean | Indicates whether the API operation is successful. || distance | Number | Distance. || duration | Number | Time in seconds. |

Sample code

copy

```
//.js
onReady() {
// Call my.createMapContext to obtain the map context.
this.mapCtx.showRoute({
    searchType: "walk",           // searchType: "walk", "bus", "drive",
"ride". Default value: walk. Added in v10.1.50.
    startLat: 1.339712,          // The latitude of the start point.
    startLng: 103.855457,         // The longitude of the start point.
    endLat: 1.342983,            // The latitude of the end point.
    endLng: 103.867935,          // The longitude of the end point.
    throughPoints: [{ lat: 1.343573, lng: 103.861916 }], // A set of
points on the route. It is only available for driving planning, that
is, available when searchType="drive". Added in v10.1.50.
    routeColor: '#FFB90F',        // The color of the route. This
parameter takes effect only in 2D maps in versions later than 10.1.50.
    iconWidth: 10,                // The width of the texture. In v10.1.35,
this parameter takes effect only when iconPath is specified. We
recommend that you do not specify this parameter in v10.1.50. A
default texture width is set in 3D maps.
    routeWidth: 10,                // The width of the route. This parameter
takes effect when texture is not used. We recommend that you do not
specify this parameter in v10.1.50, because a default value is set in
2D maps and it is no longer required in 3D maps.
    zIndex: 4,                   // The z-axis index of the overlay 10.1.35
    mode: 0,                     // Only supported in driving and public
transit modes. For more information about its values, see the mode
values list below.
```

```

    city: 'Singapore',           // Required in public transit mode.
    destinationCity: 'Singapore', // Required in cross-city public
transit mode.
    success: method(res) {
      console.log(res, 2323)
    }
  });
  console.log(1121)
},
onLoad() {
//  this.mapCtx = my.createMapContext('map');
this.mapCtx = my.createMapContext('map');
this.setData({
  includePoints:[ {\
    latitude: 1.347016,\n
    longitude: 103.860167,\n
  },{\\
    latitude: 1.351628,\n
    longitude: 103.863718,\n
  }]
})
}
}

copy

//.axml
<map
  id="map"
  customMapStyle="light"
  longitude="{{longitude}}"
  latitude="{{latitude}}"
  scale="{{scale}}"
  controls="{{controls}}"
  onControlTap="controltap"
  markers="{{markers}}"
  onMarkerTap="markertap"
  polyline="{{polyline}}"
  polygon="{{polygon}}"
  circles="{{circles}}"
  onRegionChange="regionchange"
  onTap="tap"
  onCalloutTap="callouttap"
  show-location style="width: 100%; height: 200px;"\n
  include-points="{{includePoints}}"
  ground-overlays="{{ground-overlays}}>

```

Sample of the success callback function

copy

```
{
    distance:328,
    duration:262,
    success:true
}
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_map_showroute

MapContext.showsCompass {#mapcontextshowscompass}

Last updated: 2022-07-03

Path: miniprogram_gcash

MapContext.showsCompass

2022-07-03 18:44

Set the visibility of the compass.

- 1: visible.
- 0: invisible.

Parameter

The parameter is in object type and has the following property:

Property	Type	Required	Description
isShowsCompass	Int	Yes	An indicator of whether the compass is visible.

Sample code

copy

```
this.mapCtx = my.createMapContext('map');
this.mapCtx.showsCompass({isShowsCompass:1});
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_map_showcompass

MapContext.updateComponents {#mapcontextupdatecomponents}

Last updated: 2022-07-03

Path: miniprogram_gcash

MapContext.updateComponents

2022-07-03 18:44

Update the map API incrementally.

Parameters

||||| --- | --- | --- || **Property** | **Type** | **Description** || latitude | Number | The latitude of the center location. || longitude | Number | The longitude of the center location. || scale | Number | Zoom level. The value ranges from 5 to 18. The default value is 16. || markers | Array | Point markers that overlay the map. || polyline | Array | A set of consecutive points (a route) that overlays the map. || include-points | Array | Slightly zoom out the map to include these points. || include-padding | Object | Show the map inside the area that includes paddings. || settings | Object | The settings. || command | Object | The command to update the marker animation. |

Sample code

copy

```
this.mapCtx = my.createMapContext('map');
this.mapCtx.updateComponents({
  scale: 14,
  longitude: 103.863718,
  latitude: 1.351628,
  command: {
    // Marker animation
    markerAnim: [\[
      {\ \
        type:0      // Jumping animation\
        markerId:xxx,\ \
      }\ \
    ],\ \
  },
  setting: {
    // Gesture
    gestureEnable:0/1,
    // Scale
```

```

showScale:0/1,
// Compass
showCompass:0/1,
// Tilt gestures with both hands
tiltGesturesEnabled:0/1,
// Show or hide traffic
trafficEnabled:0/1,
// Points of interest on the map
showMapText:0/1,
// Location of Amap logo
logoPosition:{centerX:150, centerY:90},
},
markers:[{},{}],
polyline:[{},{}],
include-points:[{},{}],
include-padding:{left:0, right:0, top:0, bottom:0},
});

```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_map_updatecomponents

Mask {#mask}

Last updated: 2022-07-03

Path: miniprogram_gcash

Mask

2022-07-03 18:44

You can use the mask component to display the pop-up element with a mask.

Sample code

See the sample codes in different languages:

.json

copy

```
{
  "defaultTitle": "Mask",
  "usingComponents": {
    "mask": "mini-ali-ui/es/mask/index"
  }
}
```

```

    }
}
```

.axml

copy

```
<mask type="{{type}}" show="{{show}}" maskZindex="{{maskZindex}}"
onMaskTap="maskClick"></mask>
```

.js

copy

```
Page({
  data: {
    type: 'market',
    maskZindex: 10,
  },
  maskClick() {
    if (this.data.type === 'market') {
      this.setData({
        type: 'product',
      });
    } else {
      this.setData({
        type: 'market',
        show: false,
      });
    }
  },
});
```

Parameters

||||| --- | --- | --- || **Property** | **Type** | **Description** || type | String | The mask with different opacity. Valid values are:

- product: the pop-up element to display information about the product, with the opacity value of 0.55.

- market: the pop-up element to display information about the marketing, with the opacity value of 0.75.

The default value is product. || maskZindex | Number | The z-index property of the customized mask. || show | Boolean | An indicator of whether to display the mask. || onMaskTap | EventHandle | The event that is triggered when users tap the mask. The default value is () => {} . || fixMaskFull | Boolean | An indicator of whether to solve the incomplete display of the mask affected by transformation. The default value is false. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_prompt-guide_mask

Member role authorization in developer workspace

{#member-role-authorization-in-developer-workspace}

Last updated: 2022-07-07

Path: miniprogram_gcash

Member role authorization in developer workspace

2022-07-07 17:08

This topic provides you with access permissions for each member role in the developer workspace. You can have an overview of how members collaborate to manage the whole life cycle of mini programs.

Developer Admin, Developer, and Operator

You can view the authorization of the developer admin, developer, and operator in the following table:

	Menu In the Mini Program Console			Operations
Developer Admin	Developer	Operator	Mini Program	View mini programs.
Mini programs of the merchant	✓			
Mini programs assigned to the role	✓			
Mini programs assigned to the role		✓	Create mini programs.	✓ ✗ ✗
Mini programs assigned to the role		✓	View mini program list.	✓ ✓
Mini programs assigned to the role		✗	Edit mini programs' information.	✓ ✓
Mini programs assigned to the role		✗	Delete mini programs.	✓ ✓
Mini programs assigned to the role		✗	Manage members.	✓ ✓
Mini programs assigned to the role		✗	Upload, preview, and debug IDE features.	✓ ✓
Mini programs assigned to the role	✗		Edit Client ID.	✓ ✓
Mini programs assigned to the role	✗		Edit Merchant ID.	✓ ✓
Mini programs assigned to the role	✗		Server Domain Whitelist	✓ ✓
Mini programs assigned to the role	✗		Manage whitelist.	✓ ✓
Mini programs assigned to the role	✗		Release mini programs.	✓ ✓
Mini programs assigned to the role	✗		Remove mini programs.	✓ ✓
Mini programs assigned to the role	✗		Manage mini program versions.	✓ ✓
Mini programs assigned to the role	✗		Withdraw mini program grayscale release.	✓ ✓
Mini programs assigned to the role	✗		Features	View feature list. ✓ ✗ ✗
Mini programs assigned to the role	✗		Add features.	✓ ✗ ✗
Mini programs assigned to the role	✗		View features' details.	✓ ✗ ✗
Mini programs assigned to the role	✗		View added features.	✓ ✗ ✗
Mini programs assigned to the role	✗		Edit features.	✓ ✗ ✗
JSAPIs			View JSAPIs' list.	✓ ✗ ✗
JSAPIs			Add JSAPIs.	✓ ✗ ✗
JSAPIs			View JSAPIs' details.	✓ ✗ ✗
JSAPIs			Edit JSAPIs.	✓ ✗ ✗
Analytics			View performance	✓ ✗

Mini programs of the merchant | ✓
 Mini programs assigned to the role | ✗ | | View user behaviors. | ✓
 Mini programs of the merchant | ✓
 Mini programs assigned to the role | ✓
 Mini programs of the merchant | | View transaction record. | ✓
 Mini programs of the merchant | ✗ | ✓
 Mini programs of the merchant | | View daily metrics. | ✓
 Mini programs of the merchant | ✗ | ✓
 Mini programs of the merchant | | Quality | Search mini programs. | ✓
 Mini programs of the merchant | ✓
 Mini programs assigned to the role | ✗ | | Crash and abnormal tracking | ✓
 Mini programs of the merchant | ✓
 Mini programs assigned to the role | ✗ | | Workspace | Manage workspace information. | ✗ |
 | ✗ | ✗ | | View details of developer workspaces. | ✗ | ✗ | ✗ | | Delete developer workspaces.
 | ✗ | ✗ | ✗ | APP | View Apps list. | ✗ | ✗ | ✗ | | View Apps details. | ✗ | ✗ | ✗ | | Edit Apps'
 Information. | ✗ | ✗ | ✗ | | Add Apps and maintain keys' information. | ✗ | ✗ | ✗ | | Members
 | | Invite members and withdraw member invitations. | ✓ | ✗ | ✗ | | Set members as:
 - Developer Admin
 - Developer
 - Operator | ✓ | ✗ | ✗ | | Block members. | ✓ | ✗ | ✗ | | Delete members. | ✓ | ✗ | ✗ |
 Approvals | Release mini programs. | ✓
 All work orders of merchants | ✗ | ✗ | | Remove mini programs. | ✓
 All work orders of merchants | ✗ | ✗ | | Add features. | ✓
 All work orders of merchants | ✗ | ✗ | | Add related features. | ✓
 All work orders of merchants | ✗ | ✗ | | Release mini programs in target apps. | ✓
 All work orders of merchants | ✗ | ✗ | | Task running of notification delivery | ✗ | ✗ | ✗ |
 Task running of advertising | ✗ | ✗ | ✗ | My approvals | ✓ | ✓ | ✓ | | Feedback | View
 feedback list. | ✗ | ✗ | ✗ | | View details of feedback. | ✗ | ✗ | ✗ | | Response to feedback. | ✗ |
 | ✗ | ✗ | | Provide solutions for feedback. | ✗ | ✗ | ✗ | | Audience | Create and manage
 audiences. | ✓ | ✗ | ✓ | | Notification delivery | Create and manage campaigns. | ✓ | ✗ | ✓ |
 | | Create and manage tasks. | ✓ | ✗ | ✓ | | Configure fatigue settings. | ✗ | ✗ | ✗ | | View
 templates. | ✓ | ✓ | ✓ | | Manage templates | ✗ | ✗ | ✗ | | View notification analytics. | ✓ | ✗ |
 ✓ | | Advertising | Create and manage tasks. | ✓ | ✗ | ✓ | | View ad analytics. | ✓ | ✗ | ✓ |

More information

Members

Add members

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/developer-member-authorization

Member role authorization in tenant workspace {#member-role-authorization-in-tenant-workspace}

Last updated: 2022-07-07

Path: miniprogram_gcash

Member role authorization in tenant workspace

2022-07-07 17:08

This topic provides you with access permissions for each member role in the tenant workspace. You can have an overview of how members collaborate to manage the whole life cycle of mini programs.

Workspace admin and reviewer

You can view the authorization of the workspace admin and workspace reviewer in the following tables:

	Menu In the Mini Program Console	Operations
Workspace Admin	Workspace Reviewer	Mini Program View mini programs. ✓
Mini programs of the native app and its merchants		✓
Mini programs assigned to the role	Create mini programs.	✓ ×
	View mini program list.	✓ ×
	Edit mini programs' information.	✓ ×
	Delete mini programs.	✓ ×
Manage members.	✓ ×	
Upload, preview, and debug IDE features.	✓ ×	
Edit Client ID.	✓ ×	
Edit Merchant ID.	✓ ×	
Server domain whitelist.	✓ ×	
Manage whitelist.	✓ ×	
Release mini programs.	✓ ×	
Remove mini programs.	✓	
Manage mini program versions.	✓ ×	
Withdraw mini program grayscale release.	✓ ×	
Features View feature list.	✓ ×	
Add features.	✓ ×	
View features' details.	✓ ×	
View added features.	✓ ×	
Edit features.	✓ ×	
JSAPIs View JSAPIs' list.	✓ ×	
Add JSAPIs.	✓ ×	
View JSAPIs' details.	✓ ×	
Edit JSAPIs.	✓ ×	
Analytics View performance	✓ ×	
View user behaviors.	✓	
Mini programs of the native app and its merchants	×	
View transaction record.	✓	
Mini programs of the native app and its merchants	×	
View daily metrics.	✓	
Mini programs of the native app and its merchants	×	
Quality Search mini programs.		
✓ × Crash and abnormal tracking	✓ ×	
Workspace Manage workspace information.	✓ ×	
View details of developer workspaces.	✓ ×	
Delete developer workspaces.	✓ ×	
App View App list.	✓ ×	
View App details.	✓ ×	
Edit Apps' Information.	×	
Add Apps and maintain keys' information.	✓ ×	
Members Add members and set members as:		
- Workspace Admin		
- Workspace Reviewer		
- Workspace Developer		
- Workspace Operator	✓ ×	
Block members.	✓ ×	
Delete members.	✓ ×	
Approvals Release mini programs.	✓	
Work orders of the native app and its merchants	✓	
Work orders submitted to the role	Remove mini programs.	
Work orders of the native app and its merchants	✓	
Add features.	✓	
Work orders of the native app and its merchants	✓	
Add related features.	✓	
Work orders of the native app and its merchants	✓	
Release mini programs in target apps.	✓	
Work orders of the native app and its merchants	×	
Task running of notification delivery	✓	
Work orders of the native app and its merchants	✓	
Task running of advertising	✓	
Work orders of the native app and its merchants	✓	
My approvals	✓	

Work orders of the native app and its merchants | × || Feedback | View feedback list. | ✓
 Mini programs of the native app and its merchants | × || View details of feedback. | ✓
 Mini programs of the native app and its merchants | × || Response to feedback. | ✓
 Mini programs of the native app and its merchants | × || Provide solutions for feedback. | ✓
 ✓
 Mini programs of the native app and its merchants | × || Audience | Create and manage audiences. | ✓ | × || Mini service | Set mini service. | ✓ | × || View mini service analytics. | ✓ | × || Notification delivery | Create and manage campaigns. | ✓ | × || Create and manage tasks. | ✓ | × || Configure fatigue settings. | ✓
 Set notification delivery frequency for both the native app and merchants. | × || View templates. | ✓ | × || Manage templates | ✓ | × || View notification analytics. | ✓ | × || Advertising | Create and manage tasks. | ✓ | × || View ad analytics. | ✓ | × ||

Workspace developer and operator

You can view the authorization of the workspace developer and workspace operator in the following tables:

	Menu In the Mini Program Console	Operations
Workspace Developer	Workspace Operator	Mini Program View mini programs. ✓ ✓ Mini programs assigned to the role. ✓ Mini programs assigned to the role. Create mini programs. ✓ × View mini program list. ✓ × Edit mini programs' information. ✓ × Delete mini programs. ✓ × Manage members. × × Upload, preview, and debug IDE features. ✓ × Edit Client ID. ✓ × Edit Merchant ID. ✓ × Server domain whitelist. ✓ × Manage whitelist. ✓ × Release mini programs. ✓ × Remove mini programs. ✓ × Manage mini program versions. ✓ × Withdraw mini program grayscale release. ✓ × Features View feature list. ✓ × Add features. ✓ × View features' details. ✓ × View added features. ✓ × Edit features. ✓ × JSAPIs View JSAPIs' list. ✓ × Add JSAPIs. ✓ × View JSAPIs' details. ✓ × Edit JSAPIs. ✓ × Analytics View performance ✓ Mini programs assigned to the role × View user behaviors. ✓ ✓ Mini programs of the native app and its merchants View transaction record. × ✓ Mini programs of the native app and its merchants View daily metrics. × ✓ Mini programs of the native app and its merchants Quality Search mini programs. ✓ Mini programs assigned to the role × Crash and abnormal Tracking ✓ Mini programs assigned to the role × Workspace Manage workspace information. × × View details of developer workspaces. × × Delete developer workspaces. × × App View App list. × × View App details. × × Edit Apps' Information. × × Add Apps and maintain keys' information. × × Members Add members and set members as: <ul style="list-style-type: none"> - Workspace Admin - Workspace Reviewer - Workspace Developer - Workspace Operator × × Block members. × × Delete members. × × Approvals Release mini programs. × × Remove mini programs. × × Add features. × × Add related features. × × Release mini programs in target apps. × × Task running of notification delivery × × Task running of advertising × × My approvals ✓ Approvals submitted by the role ✓ Approvals submitted by the role Feedback View feedback list. × ✓ Mini programs of the native app and its merchants View details of feedback. × ✓

Mini programs of the native app and its merchants || Response to feedback. | × | ✓
 Mini programs of the native app and its merchants || Provide solutions for feedback. | × | ✓
✓
 Mini programs of the native app and its merchants || Audience | Create and manage audiences. | × | ✓ || Mini service | Set mini service. | × | ✓ || View mini service analytics. | × | ✓ || Notification delivery | Create and manage campaigns. | × | ✓ || Create and manage tasks. | × | ✓ || Configure fatigue settings. | × | ✓
 Set notification delivery frequency for both the native app and merchants. || View templates. | ✓ | ✓ || Manage templates. | × | ✓ || View notification analytics. | × | ✓
 All mini programs' data of the native app and its merchants || Advertising | Create and manage tasks. | × | ✓ || View ad analytics. | × | ✓
 All mini programs' data of the native app and its merchants |

More information

[Members](#)

[Add members](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/tenant-member-authorization

Members {#members}

Last updated: 2024-12-24

Path: miniprogram_gcash

Members

2024-12-24 21:43

You can use this feature to manage members in a workspace. You can invite members and assign different roles to these members to perform different activities in the workspace.

This feature is available for workspace admins and developer admins.

Features

You can perform the following actions:

- Add new members by sending invitation with the following details:
 - Name

- Email address
- Role: You can set the following roles:
 - Workspace Developer
 - Workspace Admin
 - Workspace Reviewer
- Check the members in a list with the following details
 - User
 - Role
 - Developer Workspace
 - Status
 - Start Date
- Action: You can take the following actions to a member:
 - Resend the invitation
 - Withdraw the invitation
 - Delete members

Workspace admins can delete a member from the workspace and the member has no access to the workspace.

- Block the role of a member and unblock the role

Figure 1. Workspace admins manage members

The following features are located in the mini program detail page:

- Add a member by choosing a member from the list, which is defined in the Member page.
- Change the role of a member

You can set the role as either developer or admin.

- Delete a member.

For more information, see Member in [Manage Mini Programs](#).

Figure 2. Developer admins manage members

More Information

Overview

Manage Mini Programs

Member Role

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/member

Merchant onboarding {#merchant-onboarding}

Last updated: 2023-01-30

Path: miniprogram_gcash

Merchant onboarding

2023-01-30 16:02

This topic is intended for merchants/ISVs to know how to complete the onboarding process to the Mini Program Platform. See the product guide [Using Mini Program Platform](#) for more information.

Quick overview

As an Merchant, you can the following onboarding process as illustrated below:

The onboarding process consists of the following procedures:

1. [Apply for an account](#)

Go to the Mini Program portal and enter your basic contact information to apply for an account.

2. [Know Your Business \(KYB\)](#)

Submit your business information for the wallet to conduct the Know Your Business (KYB) project.

3. [Approval process](#)

Submit your registration and wait for your wallet's approval email notification.

4. [Log in to the platform](#)

Log into the Mini Program Platform to manage mini programs.

Prerequisites

The merchant must become a partner of the wallet first. After that, the merchant contacts the wallet for the mini program platform address and starts to sign up.

Also, make sure the wallet has finished the onboarding process. See [Wallet onboarding](#) for details.

Procedures

The merchant/ISV onboarding process consists of the following steps.

1. Apply for an account

Contact the wallet for the link to the Mini Program Platform. By clicking the link within the invitation email you received, create your account as below:

Enter your contact information, and the account creation process is completed.

2. KYB

After you register your account, you'll then be redirected to the Know Your Business page.

Enter the required information, and click **Submit**.

3. Apply for the approval

After you submit the approval request, the wallet admin will review and process your request. When the request is approved, you will receive a notification email.

4. Log in to the platform

Use your account to sign in to the wallet's mini program platform and start to create your mini program.

Now your onboarding process is finished. You can start to create mini programs.

Next steps

Check this [Video Tutorial for the Mini Program Platform](#) to get started with mini programs.

Or go to the product guide [Using Mini Program Platform](#) to explore the functionalities.

More information

About Mini Program

Developing Mini Program

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/getting-started/merchant-on-boarding

Message {#message}

Last updated: 2022-07-03

Path: miniprogram_gcash

Message

2022-07-03 18:44

Result page.

Sample Code

copy

```
// API-DEMO page/component/message/message.json
{
  "defaultTitle": "Mini Program AntUI component library",
  "usingComponents": {
    "message": "mini-antui/es/message/index"
  }
}
```

copy

```
<!-- API-DEMO page/component/message/message.axml -->
<view>
  <message
    title="{{title}}"
    subTitle="{{subTitle}}"
    type="success"
    mainButton="{{messageButton.mainButton}}"
    subButton="{{messageButton.subButton}}"
    onTapMain="goBack">
  </message>
</view>
```

copy

```
// API-DEMO page/component/message/message.js
Page({
  data: {
    title: "Operation succeeded",
    subTitle: "Content details can be wrapped. Up to two lines are recommended",
    messageButton: {
      mainButton: {
        buttonText: "Main operation"
      },
      subButton: {
        buttonText: "Auxiliary operation"
      }
    },
    goBack() {
      my.navigateBack();
    }
  );
});
```

Attributes

	Property	Description	Type	Default	Required
className	Customized class.	String	-	No	type

Five status types include success, fail, info, warn and waiting, success by default.

	Property	Description	Type	Default	Required
subTitle	Sub title.	String	-	No	mainButton

Text of the main button is related with the availability.

	Property	Description	Type	Default	Required
disabled	Object<buttonText, disabled>	-	No	subButton	

Text of the auxiliary button is related with the availability.

	Property	Description	Type	Default	Required
disabled	Object<buttonText, disabled>	-	No	onTapMain	Click function of the main button.

`() => {}`

	Property	Description	Type	Default	Required
disabled	Object<buttonText, disabled>	-	No	onTapSub	Click function of the auxiliary button.

`() => {}`

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_result_message

Message encoding {#message-encoding}

Last updated: 2022-07-03

Path: miniprogram_gcash

Message encoding

2022-07-03 18:44

To prevent errors or ambiguity caused by special characters enclosed in a message, need to properly encode the message before message is transmitted.

||||---|---|| **Encoding scenarios | Encoding method** || For the byte data, such as the signature and the encrypted content, encode the data with the base64 algorithm before transmitting. | Use the `base64UrlEncode` function to encode data when calculating to generate a signature. || For the HTTPS URL data, perform URL encoding first before transmitting.

For example:

- Original URL: <https://www.merchant.com/authorizationResult>
- Encoded URL: `https%3A%2F%2Fwww.merchant.com%2FauthorizationResult` |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/encode

Message encoding {#message-encoding}

Last updated: 2021-05-09

Path: miniprogram_gcash

Message encoding

2021-05-09 18:43

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For example:

- Original URL: <https://www.merchant.com/authorizationResult>
- Encoded URL: `https%3A%2F%2Fwww.merchant.com%2FauthorizationResult` |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/encode

Message transmission security {#message-transmission-security}

Last updated: 2021-05-09

Path: miniprogram_gcash

Message transmission security

2021-05-09 18:43

The message transmission security is guaranteed with signing a request and validating the signature of the response.

Message signing and signature validation is mandatory for all requests and response.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/msg_transmission_security

Message transmission security {#message-transmission-security}

Last updated: 2022-07-03

Path: miniprogram_gcash

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2022-07-03 18:44

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Message signing and signature validation is mandatory for all requests and response.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/msg_transmission_security

Method and Attribute {#method-and-attribute}

Last updated: 2021-05-09

Path: miniprogram_gcash

Method and Attribute

2021-05-09 18:43

Component Methods

The custom component can not only render static data but also respond to user click event, so as to handle and trigger custom component re-render. In the methods, it is possible to define any customized method.

Note:

Different from Page, the custom component needs to define the event handler in the methods.

Modify component axml:

copy

```
// /components/counter/index.axml
<view>{{counter}}</view>
<button onTap="plusOne">+1</button>
```

Handle event in component js:

copy

```
// /components/counter/index.js
Component({
  data: { counter: 0 },
  methods: {
    plusOne(e) {
      console.log(e);
      this.setData({ counter: this.data.counter + 1 });
    },
  },
});
```

Now the page renders an additional button. Each click on it will increase the page number by 1.

Props

Custom component is not isolated from the outside. By now, the example is a standalone module. To make it interact with the outside, the custom component can accept external input. After processing is done, it can notify the outside with “Done”. All those can be implemented with props.

Example:

Note:

- The props is the attribute transferred from outside. It is possible to specify default attribute, and cannot modify in the internal codes of the custom component.
- In the custom component axml, it is possible to refer to the props attribute directly.

- For the event in the custom component axml, only the method in the “methods” of the js of the custom component can respond. If it is required to call the function transferred from the parent component, it is possible to call it via this.props in the methods.

copy

```
// /components/counter/index.js
Component({
  data: { counter: 0 },
  props: {
    onCounterPlusOne: (data) => console.log(data),
    extra: 'default extra',
  },
  methods: {
    plusOne(e) {
      console.log(e);
      const counter = this.data.counter + 1;
      this.setData({ counter });
      this.props.onCounterPlusOne(counter); // Response to the event
      in axml can be through the method in "methods" only
    },
  },
});
```

The above codes set default attributes for props, and then the event handler get those attributes via **this.props**.

copy

```
// /components/counter/index.axml
<view>{{counter}}</view>
<view>extra: {{extra}}</view>
<button onTap="plusOne">+1</button>
```

External use: do not transfer props

copy

```
// /pages/index/index.axml
<my-component />
```

Page output:

copy

```
0
extra: default extra
+1
```

Now no parameter is transferred, so the page shows the default configured for props in the component js.

External use: transfer props

Note:

When custom component is used externally, if the transfer parameter is a function, the “on” suffix is necessary; otherwise it will be processed as a string.

copy

```
// /pages/index/index.js
Page({
  onCounterPlusOne(data) {
    console.log(data);
  }
});
```

copy

```
// /pages/index/index.axml
<my-component extra="external extra"
onCounterPlusOne="onCounterPlusOne" />
```

Page output:

copy

```
0
extra: external extra
+1
```

Here parameter is transferred, so the page shows the extra value transferred externally “external extra”.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_custom-component_create-custom-component_method-and-attribute

Method and Attribute {#method-and-attribute}

Last updated: 2022-07-03

Path: miniprogram_gcash

Method and Attribute

2022-07-03 18:44

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copy

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copy

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    },
  },
});
```

Now the page renders an additional button. Each click on it will increase the page number by 1.

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Custom component is not isolated from the outside. By now, the example is a standalone module. To make it interact with the outside, the custom component can accept external input. After processing is done, it can notify the outside with “Done”. All those can be implemented with props.

Example:

Note:

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  },
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      this.setData({ counter });
      this.props.onCounterPlusOne(counter); // Response to the event
      in axml can be through the method in "methods" only
    },
  },
});
```

The above codes set default attributes for props, and then the event handler get those attributes via **this.props**.

copy

```
// /components/counter/index.axml
<view>{{counter}}</view>
<view>extra: {{extra}}</view>
<button onTap="plusOne">+1</button>
```

External use: do not transfer props

copy

```
// /pages/index/index.axml
<my-component />
```

Page output:

copy

```
0
extra: default extra
+1
```

Now no parameter is transferred, so the page shows the default configured for props in the component js.

External use: transfer props

Note:

When custom component is used externally, if the transfer parameter is a function, the “on” suffix is necessary; otherwise it will be processed as a string.

copy

```
// /pages/index/index.js
Page({
  onCounterPlusOne(data) {
    console.log(data);
  }
});

// /pages/index/index.axml
<my-component extra="external extra"
onCounterPlusOne="onCounterPlusOne" />
```

Page output:

copy

```
0
extra: external extra
+1
```

Here parameter is transferred, so the page shows the extra value transferred externally “external extra”.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_custom-component_create-custom-component_method-and-attribute

Mini Program Javascript Engine {#mini-program-javascript-engine}

Last updated: 2022-07-03

Path: miniprogram_gcash

Mini Program Javascript Engine

2022-07-03 18:44

Running Engine

Mini program JavaScript codes fall into logic layer script and sjs script, which run on different threads in the the same JavaScript engine. Mini Program JavaScript Engine is different on different OSs. On the iOS platform, the script runs on the JavaScriptCore provided by the operating system. On the Android platform, the script runs on the V8 engine .

Mini program performs the babel conversion for the codes uploaded by the developers, so that the JavaScript engine supports most of the ES6 new features. For the internal object of the ES6 extension, Mini Program does not provide polyfill on the JavaScript engine, which causes difference on the supports for different ES6 extension internal objects for the JavaScript on different platforms. the developers need to avoid using the internal objects unsupported by JavaScript engine, and can provide polyfill for the internal objects. (Polyfill means the unsupported raw API codes that are used to implement browsers or other JavaScript engines, such as babel-polyfill)

Supports of Client OSs for ES6 Extension Internal Objects

The table below lists the OS supports for ES6 extension internal objects.

	Object	iOS 9	iOS 10 and above	Android
Object.is	Support	Support	Support	Support
Object.assign	Support	Support	Support	Support
Object.keys	Support	Support	Support	Support
Object.getOwnPropertyDescriptor	Support	Support	Support	Support
Object.getOwnPropertyNames	Support	Support	Support	Support
Object.getOwnPropertySymbols	Support	Support	Support	Support

	String	iOS 9	iOS 10 and above	Android
String.prototype.codePointAt	Support	Support	Support	Support
String.prototype.normalize	No support	Support	Support	Support
String.prototype.includes	Support	Support	Support	Support
String.prototype.startsWith	Support	Support	Support	Support
String.prototype.endsWith	Support	Support	Support	Support
String.prototype.repeat	Support	Support	Support	Support
String.fromCodePoint	Support	Support	Support	Support

	Array	iOS 9	iOS 10 and above	Android
Array.prototype.copyWithin	Support	Support	Support	Support
Array.prototype.findIndex	Support	Support	Support	Support
Array.prototype.find	Support	Support	Support	Support
Array.prototype.entries	Support	Support	Support	Support
Array.prototype.keys	Support	Support	Support	Support
Array.prototype.values	Support	Support	No support	Support
Array.prototype.includes	Support	Support	Support	Support
Array.from	Support	Support	Support	Support
Array.of	Support	Support	Support	Support

	Number	iOS 9	iOS 10 and above	Android
Number.isFinite	Support	Support	Support	Support
Number.isNaN	Support	Support	Support	Support
Number.parseInt	Support	Support	Support	Support
Number.parseFloat	Support	Support	Support	Support
Number.isInteger	Support	Support	Support	Support
Number.EPSILON	Support	Support	Support	Support
Number.isSafeInteger	Support	Support	Support	Support

--- --- --- ---	Math	iOS 9 iOS 10 and above Android	Math.trunc
Support Support Support	Math.sign	Support Support	Math.cbrt
Support Support Support	Math.clz32	Support Support	Math.imul
Support Support Support	Math.fround	Support Support	Math.hypot
Support Support Support	Math.expm1	Support Support	Math.log1p
Support Support Support	Math.log10	Support Support	Math.log2
Support Support Support	Math.sinh	Support Support	Math.cosh
Support Support Support	Math.tanh	Support Support	Math.asinh
Support Support Support	Math.acosh	Support Support	Math.atanh
Support Support Support			
--- --- --- ---	Internal objects	iOS 9 iOS 10 and above Android	Set
Support Support Support	Map	Support Support	Proxy No support
Support Support	Reflect	Support Support	Promise Support Support
Support			

Limitations on Dynamic Execution Script

For sake of security, Mini Program limits some of the syntax and APIs of ES.

- It does not support eval using
- setTimeout and setInterval functions, and supports only the function for callback parameters. Dynamic execution of codes is not supported.
- It does not support using new Function to create a function.

Reserved Words of Module Name

The logic layer of Mini Program supports the ES2015 module syntax but regards some internal object names (such as window and document) of browser as the reserved words for emergency needs in the future. Those reserved words cannot be used as the module name. The reserved words include `globalThis`, `global`, `fetch`, `self`, `window`, `document`, `location` and `XMLHttpRequest`. For more details, see the descriptions of module name reserved words in [framework description](#).

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_mini-program-javascript-engine

Mini Program Javascript Engine {#mini-program-javascript-engine}

Last updated: 2021-05-09

Path: miniprogram_gcash

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2021-05-09 18:43

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Object.getOwnPropertyNames	Support	Support	Support	Support
Object.getOwnPropertySymbols	Support	Support	Support	Support

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String.prototype.startsWith	Support	Support	Support	Support
String.prototype.endsWith	Support	Support	Support	Support
String.prototype.repeat	Support	Support	Support	Support
String.fromCodePoint	Support	Support	Support	Support

	Array	iOS 9	iOS 10 and above	Android
Array.prototype.copyWithin	Support	Support	Support	Support
Array.prototype.findIndex	Support	Support	Support	Support
Array.prototype.find	Support	Support	Support	Support
Array.prototype.entries	Support	Support	Support	Support
Array.prototype.keys	Support	Support	Support	Support
Array.prototype.values	Support	Support	No support	Support
Array.prototype.includes	Support	Support	Support	Support
Array.from	Support	Support	Support	Support
Array.of	Support	Support	Support	Support

```
||||| --- | --- | --- || Number | iOS 9 | iOS 10 and above | Android ||
Number.isFinite | Support | Support | Support || Number.isNaN | Support | Support |
Support || Number.parseInt | Support | Support | Support || Number.parseFloat | Support |
Support | Support || Number.isInteger | Support | Support | Support || Number.EPSILON |
Support | Support | Support || Number.isSafeInteger | Support | Support | Support |

||||| --- | --- | --- || Math | iOS 9 | iOS 10 and above | Android || Math.trunc |
Support | Support | Support || Math.sign | Support | Support | Support || Math.cbrt |
Support | Support | Support || Math.clz32 | Support | Support | Support || Math.imul |
Support | Support | Support || Math.fround | Support | Support | Support || Math.hypot |
Support | Support | Support || Math.expm1 | Support | Support | Support || Math.log1p |
Support | Support | Support || Math.log10 | Support | Support | Support || Math.log2 |
Support | Support | Support || Math.sinh | Support | Support | Support || Math.cosh |
Support | Support | Support || Math.tanh | Support | Support | Support || Math.asinh |
Support | Support | Support || Math.acosh | Support | Support | Support || Math.atanh |
Support | Support | Support |

||||| --- | --- | --- || Internal objects | iOS 9 | iOS 10 and above | Android || Set |
Support | Support | Support || Map | Support | Support | Support || Proxy | No support |
Support | Support || Reflect | Support | Support | Support || Promise | Support | Support |
Support |
```

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Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_mini-program-javascript-engine

Mini Program Operation Mechanism {#mini-program-operation-mechanism}

Last updated: 2021-05-09

Path: miniprogram_gcash

Mini Program Operation Mechanism

2021-05-09 18:43

Download

Mini program does not need installation. When it is used for the first time by the user, AppContainer downloads resources of the Mini Program from the server. The downloaded Mini Program resources are cached in the mobile app client for some time. When the Mini Program with cached resources is opened again, the download process is skipped so the Mini Program is opened faster.

Hot Startup and Cold Startup

- **Cold startup:** When the user opens a Mini Program that has not been started or has been destroyed, this is called a cold startup. Here, the Mini Program starts the initialization process. When the process is completed, it triggers the `onLaunch` callback function.
- **Hot startup:** When the user opens a Mini Program that has been opened but is running in background, this is called the hot startup. Here, the Mini Program is not destroyed and restarted. Instead, it is switched from background to foreground. The `onLaunch` callback function is not triggered.

Foreground/Background Running

- **Foreground running:** When the user opens a Mini Program for the first time, the Mini Program runs in the foreground.
- **Background running:** When the user clicks the close button in the top-right corner to close the Mini Program or press the Home button to leave mobile App, the Mini Program is not destroyed but switched to background.
- **Switching from background to foreground:** When the Mini Program that has not been destroyed by the system is reopened or reactivated, it is switched from background to foreground.

The callback function for foreground/background switching can be registered in `app.js`. When the Mini Program switches from background to foreground, it triggers `onShow`; conversely it triggers `onHide`.

Cache

The local cache system can provide store, get and remove ability to control cache. A Mini Program can store at most 10 MB data. There are two types of API: sync API and async API. The sync API will block current task until the method ends and sync API will not block current task.

Operation	Sync API	Async API	Description
<code>my.setStorageSync</code>	<code>my.setStorage</code>		Store the data according to the key, the original data will be overwrite if the key is the same.
		<code>my.getStorageSync</code>	Get Read cache data.
		<code>my.removeStorageSync</code>	Remove specific data.
		<code>my.clearStorageSync</code>	Clear all the cache data.

Destroy

When the user clicks the close button in the top-right corner to close the Mini Program, the Mini Program is not destroyed but switched to background. Only when the Mini Program stays in background for some time or the system resource consumption is too high, it is really destroyed.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_mini-program-operation-mechanism

Mini Program Operation Mechanism {#mini-program-operation-mechanism}

Last updated: 2022-07-03

Path: miniprogram_gcash

Mini Program Operation Mechanism

2022-07-03 18:44

Download

Mini program does not need installation. When it is used for the first time by the user, AppContainer downloads resources of the Mini Program from the server. The downloaded Mini Program resources are cached in the mobile app client for some time. When the Mini Program with cached resources is opened again, the download process is skipped so the Mini Program is opened faster.

Hot Startup and Cold Startup

- **Cold startup:** When the user opens a Mini Program that has not been started or has been destroyed, this is called a cold startup. Here, the Mini Program starts the initialization process. When the process is completed, it triggers the `onLaunch` callback function.
- **Hot startup:** When the user opens a Mini Program that has been opened but is running in background, this is called the hot startup. Here, the Mini Program is not destroyed and restarted. Instead, it is switched from background to foreground. The `onLaunch` callback function is not triggered.

Foreground/Background Running

- **Foreground running:** When the user opens a Mini Program for the first time, the Mini Program runs in the foreground.
- **Background running:** When the user clicks the close button in the top-right corner to close the Mini Program or press the Home button to leave mobile App, the Mini Program is not destroyed but switched to background.
- **Switching from background to foreground:** When the Mini Program that has not been destroyed by the system is reopened or reactivated, it is switched from background to foreground.

The callback function for foreground/background switching can be registered in `app.js`. When the Mini Program switches from background to foreground, it triggers `onShow`; conversely it triggers `onHide`.

Cache

The local cache system can provide store, get and remove ability to control cache. A Mini Program can store at most 10 MB data. There are two types of API: sync API and async API. The sync API will block current task until the method ends and sync API will not block current task.

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	<code>my.setStorageSync</code>	<code>my.setStorage</code>		Store the data according to the key, the original data will be overwrite if the key is the same.
	<code>my.getStorageSync</code>	<code>my.getStorage</code>		Get Read cache data.
	<code>my.removeStorageSync</code>	<code>my.removeStorage</code>		Remove Remove specific data.
	<code>my.clearStorageSync</code>	<code>my.clearStorage</code>		Clear Clear all the cache data.

Destroy

When the user clicks the close button in the top-right corner to close the Mini Program, the Mini Program is not destroyed but switched to background. Only when the Mini Program stays in background for some time or the system resource consumption is too high, it is really destroyed.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_mini-program-operation-mechanism

Mini Program Studio {#mini-program-studio}

Last updated: 2022-07-03

Path: miniprogram_gcash

Mini Program Studio

2022-07-03 18:44

The Mini Program Studio is a one-stop development tool that helps you to quickly write, deploy and debug mini programs. With the Integrated Development Environment (IDE), you can build mini programs across all languages. manage the project. In addition, you can use the studio for project management that helps to deal with collaboration across your teams.

Note:

Make sure you have implemented the IDE. If you have not implemented the IDE, choose [RESOURCES](#) in the Mini Program Portal to download.

Features

You can use this studio to do the following:

- Create or open a mini program
- Set up the project with a name and location
- Associate with a mini program to upload code packages
- Customize the compiling mode to pass parameters to the simulator
- Develop and build a mini program
- Manage the structure of mini program
- Develop a mini program
- Debug with a local simulator
- Preview and debug with a real machine
- Upload the mini program

- Check the related information of the current development environment

In addition to the basic functions, you can also benefit from the following functions that are specific to mini programs:

- Realtime preview
- Autocomplete
- Syntax prompt/suggestions

More Information

The Main Interface

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/mini-program-studio_overview

Mini Program Studio {#mini-program-studio}

Last updated: 2021-05-09

Path: miniprogram_gcash

Mini Program Studio

2021-05-09 18:43

The Mini Program Studio is a one-stop development tool that helps you to quickly write, deploy and debug mini programs. With the Integrated Development Environment (IDE), you can build mini programs across all languages. manage the project. In addition, you can use the studio for project management that helps to deal with collaboration across your teams.

Note:

Make sure you have implemented the IDE. If you have not implemented the IDE, choose Mini Program Studio in the Mini Program Portal to download.

Features

You can use this studio to do the following:

- Create or open a mini program
- Set up the project with a name and location

- Associate with a mini program to upload code packages
- Customize the compiling mode to pass parameters to the simulator
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- Manage the structure of mini program
- Develop a mini program
- Debug with a local simulator
- Preview and debug with a real machine
- Upload the mini program
- Check the related information of the current development environment

In addition to the basic functions, you can also benefit from the following functions that are specific to mini programs:

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More Information

The Main Interface

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/miniprogram-studio_overview

Mini Program general design guidelines {#mini-program-general-design-guidelines}

Last updated: 2021-05-10

Path: miniprogram_gcash

Mini Program general design guidelines

2021-05-10 04:11

User experience is important to deliver services with high quality for merchants in the Mini Program platform. Based on the fast speed and simplicity of the Mini Program and on the principle of fully respecting users' right to know and right to operate, these design guidelines and recommendations are intended to create a friendly, efficient, and

consistent user experience within the wallet ecosystem, while fulfilling a variety of requirements, and achieving a mutually beneficial situation for both users and the Mini Program service providers.

[Mini Program Design Guidelines V1.0.sketch](#)

[Mini Program Design Guidelines V1.0.pdf](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/design/guideline

Mini Program types {#mini-program-types}

Last updated: 2022-07-07

Path: miniprogram_gcash

Mini Program types

2022-07-07 17:08

When you create a new mini program, you can choose the mini program type, which can be:

- **DSL (Default):** Native mini program
- **HTML5:** HTML5 mini program

For more information about how to create HTML5 mini programs, see [How to transform an HTML 5 mobile app to an HTML 5 mini program?](#)

Native mini program

Native mini programs call native APIs provided by the wallet app directly. For the functionality introduction about native mini programs, see [Manage Mini Programs](#).

HTML5 mini program

HTML 5 mini programs are embedded with web pages and call native APIs provided by the wallet app through bridges. The overall Mini Program Manage functionalities are the same as that of native mini programs, but have a slight difference between two mini program types. The difference exists in the following aspects:

Category	Difference description
Create the mini program The Entrance URL field is required. Entrance URL is the entrance of the HTML 5 mini program. You can modify the entrance URL after the HTML 5 mini program is created.	The Entrance URL field is required. Entrance URL is the entrance of the HTML 5 mini program. You can modify the entrance URL after the HTML 5 mini program is created.
Develop the mini program The IDE is not required for the HTML 5 mini program development.	The IDE is not required for the HTML 5 mini program development.
Publish the mini program - The publication steps are simpler than that of the native mini program. The package build process is not required.	- The publication steps are simpler than that of the native mini program. The package build process is not required.

- When you submit the publication application, you need to review the mini program information. If all required information is filled in, submit the application. If some required information is missed, fill out the information under **Mini Programs > Info.** || Approve the application | When workspace admins approve the HTML 5 mini program publication application, the step of mini program quality review is not supported. |

Table 1. Difference for HTML 5 mini program

Note:

After you update information, such as client ID, under the Configuration tab, you must save the changes that you made:

- If an unpublished HTML 5 mini program version exists, all changes can be saved for the current unpublished version.
- If no unpublished HTML 5 mini program version exists, all changes can be saved for a new version.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/miniprogramtype

Mini program member roles {#mini-program-member-roles}

Last updated: 2022-07-07

Path: miniprogram_gcash

Mini program member roles

2022-07-07 17:08

This topic provides you with the main duties of mini program member roles and the relations between mini program member roles and workspace member roles.

Overview

Mini program member roles are responsible for managing mini programs from uploading versions to deleting mini programs (all versions). After creating mini programs, mini program members are generated from workspace members. The workspace member who creates a mini program will be set as an admin of the mini program automatically.

Whether for the wallet or merchants, there are two mini program member roles:

- **Admin:** The role can edit mini programs, add mini program members, upload mini programs, set configurations, and release and delete mini programs. A mini program can have multiple admins.

- **Developer:** The role can upload versions from Mini Program Studio to workspaces. A mini program can have multiple developers.

Relations illustration

Mini program member roles are generated from workspace member roles, you can see relations between them in the following figures:

- Wallet

For the wallet, all workspace members can be set as mini program admins or developers. Only workspace admins and workspace developers can create mini programs. After creating a mini program, workspace admins and workspace developers will be set as admins of the mini program automatically. Then admins can invite workspace admins, workspace developers, workspace reviewers, or workspace operators as admins or developers to manage the mini program together.

- Merchant

For merchants, all workspace members can be set as mini program admins or developers. Only developer admins can create mini programs. After creating a mini program, developer admins will be set as admins of the mini program automatically. Then admins can invite developers (workspace) or operators as admins or developers (mini program) to manage the mini program together.

Mini program member authorization

Mini program members of the wallet and merchants only participate in the workflow from add members to delete mini programs. You can see their authorization in the following table:

	Operations	Admin	Developer	Create mini programs	Mini program members generate after creating mini programs. This step is intended for workspace members such as workspace admins, workspace developers, and developer admins to complete.	
	View mini programs	✓	✓	Edit mini programs	✓	✗
	Add mini program members	✓	✗	Upload mini programs	✓	✓
	Configure mini programs	✓	✗	Release mini programs	✓	✗
	Remove mini programs	✓	✗	Delete mini programs	✓	✗

More information

[Workspace member roles](#)

[Member role authorization in tenant workspace](#)

[Member role authorization in developer workspace](#)

[How to add members to workspaces](#)

[Add mini program members](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/miniprogram-member-role

Mini program project configurations {#mini-program-project-configurations}

Last updated: 2022-07-03

Path: miniprogram_gcash

Mini program project configurations

2022-07-03 18:44

With this topic, you can learn to use the `mini.project.json` file in the root directory to configure the mini program project.

Overview

In addition to app and page, the mini program framework also includes project to describe the whole mini program project. For more information, refer to [Framework overview](#).

The project refers to the `mini.project.json` file that must be placed in the root directory of the mini program project. You can use the `mini.project.json` file to configure advanced features, as listed in the table below.

Features

The following table lists the configuration features of the mini program project:

Field Name	Data Type	Description
miniprogramRoot	Path String	Specifies the relative path of the mini program source code (the directory where the <code>app.json</code> file is located).

To enable custom components, check **Enable component2 compile** in the **Details > Project configuration** of the IDE. For more information, refer to [Custom component introduction](#). `component2` Boolean Whether to enable custom components.

To enable axml strict syntax check, check **Enable Strick Axml Check** in the **Details > Project configuration** of the IDE. `axmlStrictCheck` Boolean Whether to enable axml strict syntax check. Once enabled, it can detect the error of unclosed tags and more.

To enable es6 syntax transformation, check **Enable HMR** in the **Details > Project configuration** of the IDE. `enableHMR` Boolean Whether to enable simulator hot update.

To enable es6 syntax transformation, check **Enable NodeModuleBabelTransform** in the **Details > Project configuration** of the IDE. `enableNodeModuleBabelTransform` Boolean Whether to enable es6 syntax transformation.

`exclude` Array[String] The file or file folder to exclude when building package. It follows Glob syntax. For more information, see [exclude package blacklist](#).

exclude package blacklist

When you upload a mini program to Mini Program Platform, the local source codes will be packaged and uploaded to the cloud for building. In addition to the above files, the source code package also includes the following contents:

- Mini program source code files:
 - .acss
 - .axml
 - .js
 - .json
 - .sjs
- Dependency packages in the `node_modules` directory

When uploading, if the source code package is still too large after compression, network timeout may be triggered. To resolve this error, you can add unnecessary files that are built on the cloud to the `exclude` blacklist. For example, if you precompile the code through `src -> dist`, you need to exclude the files in the `src` directory and the `devDependencies` tool in the `node_modules` directory when you upload the mini program.

The following sample code indicates that the source code package excludes the files in the `src` and `node_modules` directories under the root directory of the project:

copy

```
"exclude": [\n  "src/**",\n  "node_modules/**"\n]
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_project

Mixins {#mixins}

Last updated: 2021-05-09

Path: miniprogram_gcash

Mixins

2021-05-09 18:43

The developer may implement multiple custom components which may have common logic to be processed. The Mini Program provides the mixins to meet the requirement.

Sample code:

copy

```
// /mixins/lifecycle.js
export default {
  OnInit(){}
  deriveDataFromProps(nextProps){}
  didMount(){}
  didUpdate(prevProps,prevData){}
  didUnmount(){}
};

copy

// /pages/components/xx/index.js
import lifecycle from '.././mixins/lifecycle';
const initialState = {
  data: {
    y: 2
  },
}
const defaultProps = {
  props: {
    a: 3,
  },
}
const methods = {
  methods: {
    onTapHandler() {},
  },
}
Component({
  mixins: [
    lifecycle,
    initialState,
    defaultProps,
    methods
  ],
  data: {
    x: 1,
  },
});
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_custom-component_create-custom-component_mixins

Mixins {#mixins}

Last updated: 2022-07-03

Path: miniprogram_gcash

Mixins

2022-07-03 18:44

The developer may implement multiple custom components which may have common logic to be processed. The Mini Program provides the mixins to meet the requirement.

Sample code:

copy

```
// /minxins/lifecylce.js
export default {
  OnInit(){}
, deriveDataFromProps(nextProps){}
, didMount(){}
, didUpdate(prevProps,prevData){}
, didUnmount(){}
};
```

copy

```
// /pages/components/xx/index.js
import lifecylce from '../minxins/lifecylce';
const initialState = {
  data: {
    y: 2
  },
};
const defaultProps = {
  props: {
    a: 3,
  },
};
const methods = {
  methods: {
    onTapHandler() {},
  },
}
Component({
  mixins: [
    lifecylce,
    initialState,
    defaultProps,
```

```

    methods\

  ],
  data: {
    x: 1,
  },
);

```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_custom-component_create-custom-component_mixins

Modal {#modal}

Last updated: 2022-07-03

Path: miniprogram_gcash

Modal

2022-07-03 18:44

Dialog box.

Property	Description	Type	Default
className	Custom class.	String	---
show	Show modal or not.	Boolean	false
showClose	Turn off render or not.	Boolean	true
closeType	Close chart type 0: gray icon 1: white icon.	String	0
onModalClick	Callback on clicking footer.	Callback	() => void
onModalClose	Callback on clicking close, not required when showClose is false.	Callback	() => void
topImage	Top image.	String	---
topImageSize	Top image rule, options including lg, md and sm.	String	md
advice	Is operation popup or not.	Boolean	false

Slots

slotName	Description
header	Optional, modal header.
footer	Optional, modal footer.

Example

copy

```
{
  "defaultTitle": "AntUI Component Library",
  "usingComponents": {
    "modal": "mini-antui/es/modal/index"
  }
}
```

copy

```
<view>
  <button onTap="openModal">Show Modal</button>
  <modal
    show="{{modalOpened}}"
    onModalClick="onModalClick"
    onModalClose="onModalClose"
    topImage="https://img.example.com/example.png"
  >
    <view slot="header">Title</view>
    Explain the current status, prompt the user solution, preferably
    no more than two lines
    <view slot="footer">Confirm</view>
  </modal>
</view>
```

copy

```
Page({
  data: {
    modalOpened: false,
  },
  openModal() {
    this.setData({
      modalOpened: true,
    });
  },
  onModalClick() {
    this.setData({
      modalOpened: false,
    });
  },
  onModalClose() {
    this.setData({
      modalOpened: false,
    });
  }
});
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_floating-layer_modal

Multi Liner {#multi-liner}

Last updated: 2022-07-03

Path: miniprogram_gcash

Multi Liner

2022-07-03 18:44

You can use the multi-liner component to allow users to enter multiple lines of content in an input box.

Note:

The features of the multi-liner component are mainly on the basis of the textarea component. You can see textarea for reference.

Sample code

See the sample codes in different languages:

.json

copy

```
{  
  "defaultTitle": "Multi-liner",  
  "usingComponents": {  
    "multi-liner": "mini-ali-ui/es/multi-liner/index"  
  }  
}
```

.axml

copy

```
<view>  
  <view style="margin-top: 10px;" />  
  <view class="title">multi-liner</view>  
  <multi-liner  
    placeholder="word count"  
    value="{{value}}"  
    onInput="onInput"  
    last="{{true}}"  
    auto-height="{{true}}"  
    controlled="{{controlled}}"/>  
  <view style="margin: 10px;" />  
</view>
```

.js

copy

```

Page({
  data: {
    value: 'content',
    controlled: true,
  },
  onInput(e) {
    this.setData({
      value: e.detail.value,
    });
  },
});

```

Parameters

||||| --- | --- | --- || **Property** | **Type** | **Description** || className | String | Customized class. || inputCls | String | Customized class for the input box that uses the input component. || last | Boolean | An indicator of whether the input box is the last one. The default value is `false`. || value | String | Initial content in the input box. || name | String | Component name, which is used to obtain data by submitting the form. || placeholder | String | Placehoder. || placeholderStyle | String | Style of the placeholder. || placeholderClass | String | Style class of the placeholder. || disabled | Boolean | An indicator of whether to disable the function of clearing the entered content. The default value is `false`. || maxlength | Number | Maximum length of the verification code. The default value is `140`. || focus | Boolean | An indicator of whether to get focus. The default value is `false`. || auto-height | Boolean | An indicator of whether to heighten the input box automatically with the lines increased. The default value is `false`. || show-count | Boolean | An indicator of whether to display the number of the entered words. The default value is `true`. || controlled | Boolean | An indicator of whether the multi-liner component is a controlled component. If the value is `true`, the content in the input box is controlled by `setData`. || onInput | (e: Object) => void | The event that is triggered when users tap the keyboard. || onConfirm | (e: Object) => void | The event that is triggered when users tap the **Done** button on the keyboard. || onFocus | (e: Object) => void | The event that is triggered when an element gets the focus. || onBlur | (e: Object) => void | The event that is triggered when an element loses the focus. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_form_multi-liner

NPM Package Management {#npm-package-management}

Last updated: 2021-05-09

Path: miniprogram_gcash

NPM Package Management

2021-05-09 18:43

The developer can manage easily all NPM dependencies in the current project within the Mini Program Studio. The entry is shown in the figure below.

Configuration Workspace

Default Workspace

The Mini Program Studio automatically creates default workspace on basis of the path of the package.json file under the current directory. If the package.json is found in the current project, it will show the default workspace as shown above. If the package.json is not found in the root path of the project, it will show an empty workspace. Then you need to click the Add Folder to add the root path manually. Then the Mini Program Studio will create a package.json file in the root path automatically.

Dependency Management

In the npm package management interface, you can manage the dependencies.

- Install specific dependency: input the dependency name in the input box and press enter to install the dependency. There are two options to install dependencies. The npm packages installed in the Dependencies area will go to production and the npm packages installed in the DEV DEPENDENCIES only work for development environment.
- Install all dependencies: click the install all dependencies button to install all dependencies.
- Delete dependency: click the delete button to delete specific dependency.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/miniprogram-studio_function-panel_npm-package-management

NPM Package Management {#npm-package-management}

Last updated: 2022-07-03

Path: miniprogram_gcash

NPM Package Management

2022-07-03 18:44

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- Install all dependencies: click the install all dependencies button to install all dependencies.
- Delete dependency: click the delete button to delete specific dependency.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/mini-program-studio_function-panel_npm-package-management

Notice {#notice}

Last updated: 2022-07-03

Path: miniprogram_gcash

Notice

2022-07-03 18:44

Guide.

Property	Description	Type	Default
mode	Prompt option type: link, closable.	String	"
action	Prompt showing text.	String	"
actionCls	Prompt showing text custom class.	String	"
show	Show the notice bar or not.	Boolean	true
onClick	Click button callback.	Object<() => void>	
enableMarquee	Enable animation or not.	Boolean	false
marqueeProps	Marquee parameter, loop for loop, leading for a pause before animation, training for pause between animations when the loop is true, fps for frame rate.	Object<loop, leading, trailing, fps>	{loop: false, leading: 500, trailing: 800, fps: 40}

Example

copy

```
{  
  "defaultTitle": "AntUI Component Library",  
  "usingComponents": {  
    "notice": "mini-antui/es/notice/index"  
  }  
}
```

copy

```
<view class="demo-title">NoticeBar</view>  
<view class="demo-item">  
  <notice>Due to the upgrade of the national citizenship system, add  
  bank card </notice>  
</view>  
<view class="demo-item">  
  <notice mode="link" onClick="linkClick">Due to the upgrade of the  
  national citizenship system, add bank card</notice>  
</view>  
<view class="demo-item">  
  <notice mode="closable" onClick="closableClick" show="  
  {{closeShow}}>Due to the upgrade of the national citizenship system,  
  add bank card</notice>  
</view>  
<view class="demo-item">  
  <notice mode="link" action="See details"  
  onClick="linkActionClick">Due to the upgrade of the national  
  citizenship system, add bank card</notice>  
</view>  
<view class="demo-item">  
  <notice mode="closable" action="Do not remind again"  
  onClick="closableActionClick" show="{{closeActionShow}}>Due to the  
  upgrade of the national citizenship system, add bank card</notice>  
</view>
```

copy

```
Page({  
  data:{  
    closeShow:true,  
    closeActionShow:true  
  },  
  linkClick() {  
    my.showToast({  
      content: 'Click the icon',  
      duration: 3000  
    });  
  },  
  closableClick() {
```

```
        this.setData({
          closeShow:false
        })
        my.showToast({
          content: 'Click the icon',
          duration: 3000
        });
      },
      linkActionClick() {
        my.showToast({
          content: 'Click the text',
          duration: 3000
        });
      },
      closableActionClick() {
        this.setData({
          closeActionShow:false
        })
        my.showToast({
          content: 'Click the text',
          duration: 3000
        });
      };
    }
  )
}
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_prompt-guide_notice

Obtain basic user information {#obtain-basic-user-information}

Last updated: 2021-05-09

Path: miniprogram_gcash

Obtain basic user information

2021-05-09 18:43

The Mini Program is allowed to obtain basic information of the wallet users. This is an open service which, after a user's authorization, captures basic user information such as avatar, nickname, gender, and region.

Requirements

When obtaining basic user information, mini program developers must meet the following requirements:

- Do not guide users to grant authorization at the launch of the mini program. Users have the right to fully understand the mini program and its operations before giving any authorization.
- Do not obtain the user ID and the user's real name. The information to obtain can only include basic user information, such as user avatar, nickname, gender, and location.
- As the basic user information and the user's mobile phone number are obtained by two JSAPIs, these two kinds of information cannot be requested in the same modal.
- Do not obtain user information that is not related with the business. If the user does not grant authorization on the first request, display the modal to allow the user to reverse the decision when the business requires the authorization again.

Procedures

To obtain the user's basic information in the mini program, mini program developers must complete the following steps:

Step 1: Create a mini program

Apply for an account and create a mini program on the Mini Program platform.

Step 2: Add the feature

In the created mini program, add the feature of obtaining basic user information under the **Features** tab.

Step 3: Call the JSAPI

Call the my.getOpenUserInfo JSAPI to obtain the user's basic information.

Note:

Developers must consider the possibility of users rejecting to grant the mini program authorization to collect their user information. For such cases, developers must have corresponding solutions, such as guiding the user to manually fill in or upload the user information.

Display the authorization modal

In the button component, set the value of *open-type* as `getAuthorize` and set the value of *scope* as `userInfo`.

Sample code:

copy

```
<!-- .axml -->
<button
    open-type="getAuthorize"
    onGetAuthorize="onGetAuthorize"
    onError="onAuthError"
    scope='userInfo'>
</button>
```

Button properties

||| --- | --- || **Name** | **Description** || open-type | The value is getAuthorize. || scope | The value is userInfo. || onGetAuthorize | Authorization success callback. The Mini Program can call my.getOpenUserInfo to get information in this callback. || onError | Authorization failure callback, including user rejection and system exceptions. |

Call the my.getOpenUserInfo JSAPI

After the user grants the authorization, the user basic information can be obtained by calling the [my.getOpenUserInfo](#) JSAPI.

Sample code:

copy

```
// .js
onGetAuthorize(res) {
    my.getOpenUserInfo({
        fail: (res) => {
            },
        success: (res) => {
            let userInfo = JSON.parse(res.response).response
        }
    });
}
```

Sample of a successfully returned message format:

copy

```
{
    "response": {
        "response": {
            "code": "10000",
            "msg": "Success",
            "countryCode": "code",
            "gender": "f",
            "nickName": "XXX",
            "avatar": "https://image_domain/images/partner/XXXXXXXXX",
            "city": "city",
            "province": "province"
        }
    }
}
```

FAQs

Can the function of obtaining basic user information obtain the wallet userId?

No. If mini programs need to obtain the user ID, see [user authorization](#) for details and call [my.getAuthCode](#) to get the user ID.

Can the mini program obtain the user's public information such as mobile phone number, avatar, and nickname at the same time?

Mini programs cannot obtain user's mobile phone number, avatar, nickname at the same time in the same modal.

The following public user information can be obtained with [my.getOpenUserInfo](#):

- Avatar
- Nickname
- Gender
- Country

The following private user information can be obtained with [my.getAuthCode](#):

- User ID
- Phone number

Can mini programs get user ID, real name and private user information through the function of obtaining basic user information?

No. Through the function of obtaining basic user information, mini programs can only get user avatar, nickname, gender, location, and other public information.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_openapi_obtainbasicmemberinformation

Obtain basic user information {#obtain-basic-user-information}

Last updated: 2022-07-03

Path: miniprogram_gcash

Obtain basic user information

2022-07-03 18:44

The mini program is allowed to obtain basic information of the wallet users. This is an open service that captures basic user information such as avatar, nickname, gender, and region after obtaining the user's authorization.

Requirements

When obtaining basic user information, mini program developers must meet the following requirements:

- Do not guide users to grant authorization at the launch of the mini program. Users have the right to fully understand the mini program and its operations before giving any authorization.
- Do not obtain the user ID and the user's real name. The information to obtain can only include basic user information, such as user avatar, nickname, gender, and location.
- As the basic user information and the user's mobile phone number are obtained by two JSAPIs, these two kinds of information cannot be requested in the same modal.
- Do not obtain user information that is not related to the business. If the user does not grant authorization at the first request, display the modal to allow the user to reverse the decision when the business requires the authorization again.

Procedures

To obtain the user's basic information in the mini program, mini program developers must complete the following steps:

Step 1: Create a mini program

Apply for an account and create a mini program on the Mini Program Platform.

Step 2: Add the feature

Enter the mini program you just created. Click the " **Features**" tab, then " **Add Feature**" to pop up the feature list. Tick "obtain basic member information" and click the "Confirm" button to activate the feature.

Step 3: Call the JSAPI

Call the my.getOpenUserInfo JSAPI to obtain the user's basic information.

Note:

Developers must consider the possibility that users reject to authorize the mini program to collect their information. In such cases, developers must have corresponding solutions, such as guiding users to manually fill in or upload their information.

Display the authorization modal

In the button component, set the value of `open-type` as `getAuthorize` and set the value of `scope` as `userInfo`.

Sample code:

copy

```
<!-- .axml -->
<button
    open-type="getAuthorize"
    onGetAuthorize="onGetAuthorize"
    onError="onAuthError"
    scope='userInfo'>
</button>
```

Button properties

|||---|---||Name | Description || open-type | The value is `getAuthorize`. || scope | The value is `userInfo`. || onGetAuthorize | Authorization success callback. The mini program can call `my.getOpenUserInfo` to get information in this callback. || onError | Authorization failure callback, including user rejection and system errors. |

Call the `my.getOpenUserInfo` JSAPI

After the user grants the authorization, the mini program can call the `my.getOpenUserInfo` JSAPI to obtain basic user information.

Sample code:

copy

```
// .js
onGetAuthorize(res) {
    my.getOpenUserInfo({
        fail: (res) => {
        },
        success: (res) => {
            let userInfo = JSON.parse(res.response).response
        }
    });
}
```

Sample of a successfully returned message format:

copy

```
{
  "response": {
    "response": {
      "code": "10000",
      "msg": "Success",
```

```

        "countryCode":"code",
        "gender":"f",
        "nickName":"XXX",
        "avatar":"https://image_domain/images/partner/XXXXXXXX",
        "city":"city",
        "province":"province"
    }
}
}
}

```

API list

||||---|---|| **JS API | Description** || [my.getAuthCode](#) | Gets user's authorization code. || [my.getOpenUserInfo](#) | Gets basic user information. |

FAQs

1. Can the function of obtaining basic user information be used to obtain the wallet userId ?

No. If mini programs need to obtain the user ID, see [user authorization](#) for details and call [my.getAuthCode](#) to get the user ID.

2. Can mini programs obtain the user's mobile phone number, avatar, nickname, and other public information at the same time?

No. Mini programs cannot obtain the user's mobile phone number, avatar, nickname at the same time in the same modal.

The following public user information can be obtained with [my.getOpenUserInfo](#):

- Avatar
- Nickname
- Gender
- Country

The following private user information can be obtained with [my.getAuthCode](#):

- User ID
- Phone number

3. Can mini programs get user ID, real name, and private information through the function of obtaining basic user information?

No. Through the function of obtaining basic user information, mini programs can only get user avatar, nickname, gender, location, and other public information.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_openapi_obtainbasicmemberinformation

Overview {#overview}

Last updated: 2022-07-03

Path: miniprogram_gcash

Overview

2022-07-03 18:44

File Structure

The Mini Program is divided into two layers: app and page. The app describes the whole program; the page describes the individual pages.

The app consists of three files and must be placed in the root directory of the project.

||||| --- | --- | --- || **File** | **Mandatory** | **Function** || app.js | Yes | Mini Program logic. || app.json | Yes | Mini Program global configuration. || app.acss | No | Mini Program global style sheet. |

The page consists of four file types:

||||| --- | --- | --- || **File type** | **Mandatory** | **Function** || js | Yes | Page logic. || axml | Yes | Page structure. || acss | No | Page style sheet. || json | No | Page configuration. |

Note: For the convenience of developers, we specify these four files must have the same path and filename. All the codes written by the developer will eventually be packaged into a JavaScript script which runs when Mini Program start and is destroyed when Mini Program finish running.

Logic Structure

The core of Mini Program is a responsive data binding system, composed of the view layer and logic layer. The two layers keep always synchronous. Whenever the data is modified in logic layer, the view layer is updated accordingly.

See the following simple example.

copy

```
<!-- View layer -->
<view> Hello {{name}}! </view>
<button onTap="changeName"> Click me! </button>
```

copy

```
// Logic layer
var initData = {
```

```

    name: 'AppContainer'
};

// Register a Page.
Page({
  data: initialData,
  changeName(e) {
    // sent data change to view
    this.setData({
      name: 'Mini Program'
    })
  }
});

```

In the above codes, the framework automatically binds the name in the logic layer to the name in the view layer, so whenever the page is opened, it displays Hello AppContainer!

When the user presses the button, the view layer sends the `changeName` event to the logic layer. The logic layer finds the corresponding event handler. The logic layer executes the `setData` operation, changing the name from `AppContainer` to `Mini Program`. Since the logic layer and view layer are already bound, the displaying of the view layer automatically changes to Hello Mini Program!.

Note: Since the framework does not work in the browser, some web capabilities of JavaScript cannot be used, such as the `document` and `window` objects.

For the logic layer js, the codes can be organized through the es2015 modular syntax:

copy

```

import util from './util'; // Loading relative path
import absolute from '/absolute'; // Loading project root directory
path

```

Reserved Names for Module

Mini Program regards some object names in browser such as `window`, `document` as reserved names for future use. The reserved names include **globalThis**, **global**, **fetch**, **self**, **window**, **document**, **location**, **XMLHttpRequest**. Please do not use these names for module name, or the module can not be used normally. For example:

copy

```

import { window } from './myWindow'
console.log(window) // undefined

```

The above codes show that if using the reserved name as the module name, the imported module will be `undefined`. So you should not use these reserved names or rename the module name by using `as` when importing the module. For example:

copy

```

import { window as myWindow } from './myWindow'
console.log(myWindow)

```

Third-party NPM Module

The Mini Program supports introduction of the third-party module. It is required to firstly run the following command to install the module in the Mini Program root directory:

```
copy
$ npm install lodash --save
```

After the installation, it can be used directly in the logic layer:

```
copy
import lodash from 'lodash'; // Loading the third-party npm module
```

Note: Since the third-party module in the node_modules does not go through the converter, for the compatibility in various terminals, the codes in the node_modules should be converted into the es5 format before using. For the module format, it is recommended to use the import/export of es2015. Meanwhile, the browser related capabilities of the browser cannot be used either.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_overview

Overview {#overview}

Last updated: 2021-05-09

Path: miniprogram_gcash

Overview

2021-05-09 18:43

Similar to Page, the customized components consist of four parts: axml, js, json and acss.

There are two steps to create a customized component:

1. Declare the customized component in json. If it is dependent on other components, it is required to declare additionally the dependent customized components.

Sample code:

```
copy
{
  "component": true, // mandate, the value for customized component
  must be true
  "usingComponents": {
```

```

    "c1": ".../x/index"
} //Dependent component
}

```

Parameter details:

Parameter	Type	Required	Description
Boolean	Yes	Declare customized component.	usingComponents Object No Path of the customized component in the dependence declaration Absolute project path starts with “/”, and relative path starts with “./” or “..” The npm path does not start with “/”.

1. Use the Component function to register the customized component. See [Component constructor](#).

Component parameter description:

Parameter	Description	Document
onInit	Callback on creation	
Component lifecycle	deriveDataFromProps	Callback on creation and update
Component lifecycle	data	local status Same as Page (can be modified via setData and \$spliceData).
props	Attribute transferred from outside	Component method and external attribute-props
methods	Customized method	Component method and external attribute - methods

Sample code:

copy

```
// /components/customer/index.js
Component({
  mixins: [], // minxin easy reuse code
  data: { x: 1 }, // internal data of component
  props: { y: 1 }, // Can add default to attribute transferred from
  outside
  onInit() {}, // trigger on component creation, added in version
  2.0.0
  deriveDataFromProps(nextProps) {}, // trigger on component creation
  and before update, added in version 2.0.0
  didMount(){}, // Lifecycle function
  didUpdate(){},
  didUnmount(){},
  methods: { // customized method
    handleTap() {
      this.setData({ x: this.data.x + 1}); // Can use setData to
      change internal attribute
    },
  },
})

```

in addition, the customized component supports slot and can build flexible page structure. See [component template and style](#).

Sample code:

copy

```
<!-- // /components/customer/index.axml -->
<view>
  <view>x: {{x}}</view>
  <button onTap="handleTap">plusOne</button>
  <slot>
    <view>default slot & default value</view>
  </slot>
</view>
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_custom-component_create-custom-component_overview

Overview {#overview}

Last updated: 2022-07-05

Path: miniprogram_gcash

Overview

2022-07-05 23:31

Mini programs offer a set of OpenAPIs to achieve various capabilities, for example, the payment capability. You can use the POST method to send HTTPS requests and receive responses accordingly.

The following section mainly introduces the message structure and the end-to-end message transmission workflow.

Versioning

The current API version is v1. The version is specified in the URL. For example:

<https://{{host}}/miniprogram/api/v1/payments/pay>.

Message structure

Before you make any request, it is important to understand how OpenAPI works and how requests and responses are structured. This section presents general information (such as message structure, message fields, and message transmission) of online messages between your system and wallet backend.

Request structure

The following figure illustrates the request structure.

Figure 1. Request structure

Request URL

The request URL is: `https://host/api/restful_path`, which has the following structure:

- **host**: includes the host that is the standard domain name assigned by the wallet backend.
- **restful_path** : is the path to the interface, for example, `{version}/payments/pay`
- **version**: is the version of OpenAPIs, for example, v1 or v2.

An interface can be uniquely identified by `restful_path`. For example, the `/v1/payments/pay` is different from `/v2/payments/pay`.

Request method

POST method is used to make an HTTP request.

Request header

The request header mainly contains the following fields.

Note: Field names are case-insensitive.

```
|||||---|---|---|| Header | Required | Code sample || Signature | Yes | Signature:  
algorithm=RSA256, keyVersion=1, signature=**** || Content-Type | No |  
Content-Type: application/json; charset=UTF-8 || Client-Id | Yes | Client-Id:  
**** || Request-Time | Yes | Request-Time: 2019-04-04T12:08:56.253+05:30 |
```

Table. Request header

For details of each header field, see the following description.

Signature

Signature contains key-value pairs that are separated by comma (,). Each key-value pair is an equation, which is a key joined with its value with an equal sign (=).

The following keys can be configured:

- **algorithm**: Specify the digital signature algorithm that is used to generate the signature. The value is not case-sensitive. RSA256 and ECC224 are supported, and RSA256 is by default.
- **keyVersion**: Specify the key version that is used to generate or validate the signature. By default, the value is the latest version of the key associated with **Client-Id**.

- **signature:** Contain the signature value of the request. For details about how to generate a signature, see the [Generate a signature](#) section.

Example:

copy

```
Signature: algorithm=RSA256, keyVersion=1,  
signature=KEhXthj4bJ801Hqw8kaLvEKc0Rii8KsNUazw7kZgjxyGSPu0Z48058UVJUKkf  
rWiHPae8ZRPuBagh2H3qu7fxY5GxVDWayJUhUYkr9m%2F0W4UQVmXaQ9yn%2Fw2dCtzAwf  
pMk%2BfDDmRflA%2FAMJhQ71yeyhufIA2PCJV8%2FCM0a46303A0WhhH0YPJ9%2FI0UeLV  
bRFvcowQwt0lP1XkoPmSLGpBevDE8%2FQ9WnxjPNDfrHnKgV2fp0hpMKVXNM%2BrLHNyMv:  
2FFYDAwSd%2B6%2FE0Fo9UbdlKcmodJwjKlQoxZZIzmF8w%3D%3Dxxxx
```

Content-Type (Optional)

Content-Type indicates the media type of the body of the request, as defined by [RFC2616](#). In which, **charset** is used for generating/validating the signature.

For example:

copy

```
Content-Type: application/json; charset=UTF-8
```

Client-Id

Client-Id is used to identify a client and is associated with the keys that are used for the signature.

Also in Mini Program OAuth scenario, here the **Client-Id** is also the client ID of OAuth, which is filled in the Mini Program SAAS Platform as follow:

Request-Time

Specify the time when the request is sent, as defined by [ISO8601](#).

Note: This field must be accurate to milliseconds.

copy

```
Request-Time: 2019-04-04T12:08:56.253+05:30
```

Request body

The request body contains the detailed request information in JSON format. Fields enclosed in the request body vary depending on services. For more information, see the specific API specification document.

Response structure

The following figures illustrate the response structure:

Figure 2. Response structure

Response header

The response header carries the information about the response, mainly containing the following fields.

Note: Field names are case-insensitive.

```
|||||---|---|---|| Header | Required | Code sample || Signature | Yes | Signature:  
algorithm=RSA256, keyVersion=1, signature=**** || Content-Type | No |  
Content-Type: application/json; charset=UTF-8 || Client-Id | Yes | Client-Id:  
**** || Response-Time | Yes | Response-Time: 2019-04-04T12:08:56.253+05:30 |
```

Table. Response header

For details of each header field, see the following description.

Signature

Signature contains key-value pairs that are separated by comma (,). Each key-value pair is an equation, which is a key joined with its value with an equal sign (=).

The following keys can be configured:

- **algorithm:** Specifies the digital signature algorithm that is used to generate the signature. The value is not case-sensitive. RSA256 and ECC224 are supported, and RSA256 is by default.
- **keyVersion:** Specifies the key version that is used to generate or validate the signature. By default, the value is the latest version of the key associated with **Client-Id**.
- **signature:** Contains the signature value of the response.

Example:

copy

```
Signature: algorithm=RSA256, keyVersion=1,  
signature=KEhXthj4bxxxJ801Hqw8kaLvEKc0Rii8KsNUazw7kZgjxyGSPu0Z48058UVJl  
rWiHPae8ZRPuBagh2H3qu7fxY5GxVDWayJUhUYkr9m%2F0W4UQVmXaQ9yn%2Fw2dCtzAwI  
pMk%2BfDDmRflA%2FAMjhQ71yeyhufIA2PCJV8%2FCM0a46303A0WHhH0YPJ9%2FI0UeLVl  
bRFvcowQwt0lP1XkoPmSLGpBevxxxDE8%2FQ9WnxjPNDfrHnKgV2fp0hpMKVXNM%2BrLHN  
2FFYDAwSd%2B6%xxxx
```

Content-Type (Optional)

Content-Type indicates the media type of the body of the response, as defined by [RFC2616](#). In which, **charset** is used for generating/validating the signature. For example:

copy

Content-Type: application/json; charset=UTF-8

Client-Id

Client-Id is used to identify a client and is associated with the keys that are used for signature.

Response-Time

Specifies the time when the response is returned, as defined by [ISO8601](#).

Note: This field must be accurate to milliseconds.

copy

Response-Time: 2019-04-04T14:08:56.253+05:30

Response body

The response body contains the information responding to the client. Fields in this section vary depending on services. However, the **result** object, which indicates the result of an API call, is always contained.

When the result status (**resultStatus**) is failed, unknown, or accepted, the result code (**resultCode**) means an error code and the result message (**resultMessage**) means an error message, which is used for error handling. For more information about error codes, see the [Error codes](#) chapter.

||||| --- | --- | --- | --- || **Field** | **Data Type** | **Required** | **Description** || resultStatus |

String | No | Result status. Valid values are:

- S : Successful

- F : Failed

- U : Unknown

- A : Accepted, not yet succeeded, but can proceed with some actions. || resultCode | String | No | Result code.

Maximum length: 64 characters || resultMessage | String | No | Result message that describes the result code in detail.

Maximum length: 256 characters |

Message transmission workflow

The following figure is an example that illustrates the message transmission workflow in Mini Program.

Figure 1. Message transmission workflow

Overall procedure

Follow the overall procedure to call an API.

Preparations

To prevent some potential errors that you might get in the response, consider the following factors:

- Understand [API idempontency](#).

1. Construct a request

Construct a request by complying with the [request structure](#), including the request header and body.

To ensure message transmission security, perform the following security measures when constructing a request. For details, see the [Message transmission security](#) chapter.

1. Must [sign a request](#). Message signing and signature validation are mandatory for all requests and responses.
2. [Encode](#) a request to prevent errors or ambiguity that might be caused by special characters enclosed in a request. For more information, see the [Message encoding](#) chapter.

2. Send a request

You can send a request with your preferred platforms or tools, for example, Postman or cURL command.

3. Check the response

The response is usually returned in JSON or XML format. For details about the response, see the [response structure](#) section. After you receive the response, [validate the signature of the response](#).

4. Check the status code

The response data can vary depending on the services. However, the `result` field, which indicates the result of an API call, is always included. If an error occurs when you call an API, an error response is returned, where `the result object` indicates the error code and error message for you to troubleshoot issues. For more information, see the [Error code](#) chapter.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/openapi_overview

Overview {#overview}

Last updated: 2021-05-09

Path: miniprogram_gcash

Overview

2021-05-09 18:43

File Structure

The Mini Program is divided into two layers: `app` and `page`. The `app` describes the whole program; the `page` describes the individual pages.

The `app` consists of three files and must be placed in the root directory of the project.

File	Mandatory	Function
<code>app.js</code>	Yes	Mini Program logic.
<code>app.json</code>	Yes	Mini Program global configuration.
<code>app.acss</code>	No	Mini Program global style sheet.

The `page` consists of four file types:

File type	Mandatory	Function
<code>js</code>	Yes	Page logic.
<code>axml</code>	Yes	Page structure.
<code>acss</code>	No	Page style sheet.
<code>json</code>	No	Page configuration.

Note: For the convenience of developers, we specify these four files must have the same path and filename. All the codes written by the developer will eventually be packaged into a JavaScript script which runs when Mini Program start and is destroyed when Mini Program finish running.

Logic Structure

The core of Mini Program is a responsive data binding system, composed of the view layer and logic layer. The two layers keep always synchronous. Whenever the data is modified in logic layer, the view layer is updated accordingly.

See the following simple example.

copy

```
<!-- View layer -->
<view> Hello {{name}}! </view>
<button onTap="changeName"> Click me! </button>
```

copy

```
// Logic layer
var initData = {
  name: 'AppContainer'
};
// Register a Page.
Page({
  data: initData,
  changeName(e) {
    // sent data change to view
    this.setData({
      name: 'Mini Program'
    })
  }
});
```

In the above codes, the framework automatically binds the `name` in the logic layer to the `name` in the view layer, so whenever the page is opened, it displays `Hello AppContainer!`

When the user presses the button, the view layer sends the `changeName` event to the logic layer. The logic layer finds the corresponding event handler. The logic layer executes the `setData` operation, changing the `name` from `AppContainer` to `Mini Program`. Since the logic layer and view layer are already bound, the displaying of the view layer automatically changes to `Hello Mini Program!`.

Note: Since the framework does not work in the browser, some web capabilities of JavaScript cannot be used, such as the `document` and `window` objects.

For the logic layer js, the codes can be organized through the es2015 modular syntax:

copy

```
import util from './util'; // Loading relative path
import absolute from '/absolute'; // Loading project root directory
path
```

Reserved Names for Module

Mini Program regards some object names in browser such as `window`, `document` as reserved names for future use. The reserved names include **`globalThis`**, **`global`**, **`fetch`**, **`self`**, **`window`**, **`document`**, **`location`**, **`XMLHttpRequest`**. Please do not use these names for module name, or the module can not be used normally. For example:

copy

```
import { window } from './myWindow'
console.log(window) // undefined
```

The above codes show that if using the reserved name as the module name, the imported module will be `undefined`. So you should not use these reserved names or rename the module name by using `as` when importing the module. For example:

copy

```
import { window as myWindow } from './myWindow'
console.log(myWindow)
```

Third-party NPM Module

The Mini Program supports introduction of the third-party module. It is required to firstly run the following command to install the module in the Mini Program root directory:

copy

```
$ npm install lodash --save
```

After the installation, it can be used directly in the logic layer:

copy

```
import lodash from 'lodash'; // Loading the third-party npm module
```

Note: Since the third-party module in the `node_modules` does not go through the converter, for the compatibility in various terminals, the codes in the `node_modules` should be converted into the `es5` format before using. For the module format, it is recommended to use the `import/export` of `es2015`. Meanwhile, the browser related capabilities of the browser cannot be used either.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_overview

Overview {#overview}

Last updated: 2021-05-09

Path: miniprogram_gcash

Overview

2021-05-09 18:43

Mini Programs offers a set of OpenAPIs to achieve various capabilities, for example, the payment capability. You can use POST method to send HTTPS requests and receive response accordingly.

Message structure

Before you make any request, it is important to understand how OpenAPI works and how requests and responses are structured. This section presents general information (such as message structure, message fields, and message transmission) of online message between your system and wallet backend.

Request structure

The following figure illustrates the request structure.

Figure 1. Request structure

Request URL

The request URL is: `https://host/api/restful_path`

where,

- **host:** includes the host that is the standard domain name assigned by the wallet backend.
- **restful_path :** is the path to the interface, for example, `/version/payments/pay`
- **version:** is the version of OpenAPIs, for example, v1 or v2.

An interface can be uniquely identified by `restful_path`. For example, the `/v1/payments/pay` is different from `/v2/payments/pay`.

Request method

POST method is used to make an HTTP request.

Request header

The request header mainly contains the following fields.

Tip: Field names are case-insensitive.

```
||||| --- | --- | --- || Header field | Required | Code sample || Signature | Yes |
Signature: algorithm=RSA256, keyVersion=1, signature=**** || Encrypt | No
(It is used only when data includes sensitive information) | Encrypt:
algorithm=RSA_AES, keyVersion=1, symmetricKey=**** || Content-Type | No |
Content-Type: application/json; charset=UTF-8 || Client-Id | Yes | Client-Id:
**** || Request-Time | Yes | Request-Time: 2019-04-04T12:08:56.253+05:30 |
```

Table. Request header

For details of each header field, see the following description.

Signature

Signature contains key-value pairs that are separated by comma (,). Each key-value pair is an equation, which is a key joined with its value with an equal sign (=).

The following keys can be configured:

- **algorithm:** Specifies the digital signature algorithm that is used to generate the signature. The value is not case-sensitive. RSA256 and ECC224 are supported, and RSA256 by default.
- **keyVersion:** Specifies the key version that is used to generate or validate the signature. By default, the value is the latest version of the key associated with **Client-Id**.
- **signature:** Contains the signature value of the request. For details about how to generate a signature, see the [Generate a signature](#) section.

Example:

copy

```
Signature: algorithm=RSA256, keyVersion=1,
signature=KEhXthj4bJ801Hqw8kaLvEKc0Rii8KsNUazw7kZgjxyGSPu0Z48058UVJUkkI
rWiHPae8ZRPuBagh2H3qu7fxY5GxVDWayJUhUYkr9m%2F0W4UQVmXaQ9yn%2Fw2dCtzAwI
pMk%2BfDDmRflA%2FAMJh071yeyhufIA2PCJV8%2FCM0a46303A0WHhH0YPJ9%2FI0UeLVI
bRFvcowQwt0lP1XkoPmSLGpBevDE8%2FQ9WnxjPNDfrHnKgV2fp0hpMKVXNM%2BrLHNyMv:
2FFYDAwSd%2B6%2FE0Fo9UbdlKcmoJwjKlQoxZZIzmF8w%3D%3Dxxxx
```

Encrypt

This field is required when a message need to be encrypted, especially when sensitive information is included in the message. **Encrypt** contains key-value pairs that are separated by comma (,). Each key-value pair is an equation, which is a key joined with its value with an equal sign (=).

The following keys can be configured:

- **algorithm:** Specifies the symmetric key algorithm that is used to encrypt message. The value is not case-sensitive, and currently only RSA_AES is supported.
- **keyVersion:** Specifies the symmetric key version that is used to encrypt message. By default, the value is the latest version of the key associated with clientId.
- **symmetricKey:** Contains the encrypted symmetric key.

For example:

copy

```
Encrypt: algorithm=RSA_AES, keyVersion=1,  
symmetricKey=bqS8HSmdaRrpKSuPy7CqUlyd8lJurG93xxxx
```

Content-Type

Optional. **Content-Type** indicates the media type of the body of the request, as defined by [RFC2616](#). In which, **charset** is used for generating/validating signature and encrypting/decrypting content.

For example:

copy

```
Content-Type: application/json; charset=UTF-8
```

Client-Id

Client-Id is used to identify a client, and is associated with the keys that are used for signature and encryption.

Also in Mini Program OAuth scenario, here the**Client-Id** is also the client id of OAuth, which is filled in Mini Program SAAS platform as follow:

Request-Time

Specifies the time when the request is sent, as defined by [RFC3339](#). Note: This field must be accurate to milliseconds.

copy

```
Request-Time: 2019-04-04T12:08:56.253+05:30
```

Request body

The request body contains the detailed request information in a JSON format. Fields enclosed in the request body vary depending on services. For more information, see the specific API specification.

Response structure

The following figures illustrate the response structure:

Figure 2. Response structure

Response header

The response header carries the information about the response, mainly containing the following fields.

Tip: Field names are case-insensitive.

```
||||| --- | --- | --- || Header field | Required | Code sample || Signature | Yes |
Signature: algorithm=RSA256, keyVersion=1, signature=**** || Encrypt | No
(It is used only when data includes sensitive information) | Encrypt:
algorithm=RSA_AES, keyVersion=1, symmetricKey=**** || Content-Type | No |
Content-Type: application/json; charset=UTF-8 || traceId | No | traceId:
0be9923**** || Client-Id | Yes | Client-Id: **** || Response-Time | Yes | Response-
Time: 2019-04-04T12:08:56.253+05:30 |
```

Table. Response header

For details of each header field, see the following description.

Signature

Signature contains key-value pairs that are separated by comma (,). Each key-value pair is an equation, which is a key joined with its value with an equal sign (=).

The following keys can be configured:

- **algorithm:** Specifies the digital signature algorithm that is used to generate the signature. The value is not case-sensitive. RSA256 and ECC224 are supported, and RSA256 by default.
- **keyVersion:** Specifies the key version that is used to generate or validate the signature. By default, the value is the latest version of the key associated with **Client-Id**.
- **signature:** Contains the signature value of the response.

Example:

copy

```
Signature: algorithm=RSA256, keyVersion=1,
signature=KEhXthj4bxxxJ801Hqw8kaLvEKc0Rii8KsNUazw7kZgjxyGSPu0Z48058UVJl
rWiHPae8ZRPuBagh2H3qu7fxY5GxVDWayJUhUYkr9m%2F0W4UQVmXaQ9yn%2Fw2dCtzwAWt
pMk%2BfDDmRflA%2FAMJh071yeyhufIA2PCJV8%2FCM0a46303A0WHhH0YPJ9%2FI0UeLVI
bRFvcowQwt0lP1XkoPmSLGpBevxxxDE8%2FQ9WnxjPNDfrHnKgV2fp0hpMKVXNM%2BrLHNj
2FFYDAwSd%2B6%xxxx
```

Encrypt

This field is required when a response needs to be encrypted. **Encrypt** contains key-value pairs that are separated by comma (,). Each key-value pair is an equation, which is a key joined with its value with an equal sign (=).

The following keys can be configured:

- **algorithm:** Specifies the symmetric key algorithm that is used to encrypt a message. The value is not case-sensitive, and currently only RSA_AES is supported.
- **keyVersion:** Specifies the symmetric key version that is used to encrypt a message. By default, the value is the latest version of the key associated with clientId.
- **symmetricKey:** Contains the encrypted symmetric key.

For example:

copy

Encrypt: algorithm=RSA_AES, keyVersion=1,
symmetricKey=bqS8HSmdaRrpKSuPy7Cqulyd8lJUrG93xxxx

Content-Type

Optional. **Content-Type** indicates the media type of the body of the response, as defined by [RFC2616](#). In which, **charset** is used for generating/validating the signature and encrypting/decrypting content.

For example:

copy

Content-Type: application/json; charset=UTF-8

traceId

The **traceId** field is used for troubleshooting when there is something wrong with a request processing. For example, use **traceId** to identify the specific request that has issues.

Client-Id

Client-Id is used to identify a client, and is associated with the keys that are used for signature and encryption.

Response-Time****

Specifies the time when the response is returned, as defined by [RFC3339](#). Note: This field must be accurate to milliseconds.

copy

Response-Time: 2019-04-04T14:08:56.253+05:30

Response body

Response body contains the information responding to the client. Fields in this section vary depending on services. However, the `result` object, which indicates the result of an API call, is always contained.

When the result status (`resultStatus`) is failed, unknown, or accepted, the result code (`resultCode`) means an error code and the result message (`resultMessage`) means an error message, which is used for error handling. For more information about error codes, see the Error codes chapter.

Field	Data type	Required	Description	resultStatus
-------	-----------	----------	-------------	--------------

String | No | Result status. Valid values are:

- S : Successful
 - F : Failed
 - U : Unknown
 - A : accepted, not yet succeed, but can proceed with some actions. || resultCode | String | No | Result code.

Max. length: 64 characters || resultMessage | String | No | Result message that describes the result code in details.

Max. length: 256 characters |

Message transmission workflow

The following figure is an example that illustrates the message transmission workflow in Mini Program.

Figure 1. Message transmission workflow

Overall procedure

Follow the overall procedure to call an API.

Preparations

To prevent some potential errors that you might get in the response, consider the following factors:

- Understand [API idempontency](#)

1. Construct a request

Construct a request by complying with [the request structure](#), including the request header and body.

To ensure the message transmission security, perform the following security measures when constructing a request. For details, see the [Message transmission security](#) chapter.

1. Encrypt a request when the data includes sensitive information or it is required by clients. If encryption is required, the message body should be encrypted before it is signed.
2. Must [sign a request](#). Message signing and signature validation is mandatory for all requests and responses.
3. [Encode](#) a request to prevent errors or ambiguity that might be caused by special characters enclosed in a request. For more information, see the [Message encoding](#) chapter.

2. Send a request

You can send a request for example via Postman or cURL command.

3. Check the response

The response is returned usually in JSON or XML format. For details about the response, see the [Response structure](#) section.

After you receive the response, perform the following actions:

1. [Validate the signature of the response](#).
2. Decrypt the response if the request is encrypted.

4. Check the status code

If an error occurs when you call an API, an error response is returned, where [the result object](#) indicates the error code and error message for you to troubleshoot issues.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/xxpbkg

Overview {#overview}

Last updated: 2022-07-03

Path: miniprogram_gcash

Overview

2022-07-03 18:44

Basic Component

The Mini Program provides the developers with a series of basic components so that the developers can combine them for service development.

Attribute Type

The component provides a series of attribute configuration. Each attribute value has the requirement for type:

```
||||| --- | --- | --- || Type | Description | Notes || Boolean | Boolean ||| Number | Number
||| String | String ||| Array | Array ||| Object | Object ||| EventHandle | Event handler |
Need to define the implementation for the event handler in Page
. || any | Any type ||
```

Common Component Attribute

All components include the following attributes:

||||| --- | --- | --- | --- | --- | **Property** | **Type** | **Description** | **Notes** || id | String | Unique component identifier. || class | String | Style class. || style | String | Inline style. || data-* | Any | Custom attributes. | When the event is triggered, the custom attribute is transferred to the event handler. || on *catch* | EventHandle | Event binding, following theump nomenclature specifications, such as onTap. | Refer to [event](#). |

Tips

The {{}} is required to transfer inside the specified attribute type data. For example

copy

```
<view disable-scroll="false"> <!-- Error is a string, not a boolean,
equivalent to boolean type true -->
<view disable-scroll="{{false}}> <!--right, or empty attribute,
meaning false-->
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_overview

Overview {#overview}

Last updated: 2021-05-09

Path: miniprogram_gcash

Overview

2021-05-09 18:43

API

The framework provides the developers with more JSAPI and OpenAPI capabilities so that they can launch diversified convenient services to the users.

Notes:

The APIs started with my.on are used to listen to the system events and accept one callback function as the parameter. When the event is triggered, it calls the callback function, which will transfer to the related API started with my.off to cancel the listening

relation. If the API started with my.off is called directly, all listening relations will be canceled. Example

copy

```
Page({
  onLoad() {
    this.callback = this.callback.bind(this);
    my.onBLECharacteristicValueChange(this.callback);
  },
  onUnload() {
    // remove listener when page unload
    my.offBLECharacteristicValueChange(this.callback);
  },
  callback(res) {
    console.log(res);
  },
});
```

All other API interfaces accept one object as the parameter. It is possible to specify success (call success), fail (call failure) and complete (call success or failure) cto receive the interface call result. The callback result is generally an object unless otherwise specified. If an error/errorMessage is included, it indicates call failure. The result value after the call is a promise object. Example

copy

```
my.httpRequest({
  url: '/x.htm',
  success(res1) {},
}).then((res2) => {
  // res1 === res2
},(res) => {
  console.log(res.error, res.errorMessage);
})
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_overview

Overview {#overview}

Last updated: 2022-07-05

Path: miniprogram_gcash

Overview

2022-07-05 23:31

Introduction

Mini Program extended component library provides important additional capabilities on the basic component library basis. The extended component library contains a set of open-source UI components, which are developed on the basis of Mini Program custom component specifications. Mini Program developers can reuse the extended components rapidly.

Installation

Use the following sample code to install the dependency:

copy

```
$ npm install mini-ali-ui --save
```

Procedures

To use the component, complete the following steps:

1. Register the component in JSON file of the related page. For example, the title component registration is as below:

copy

```
{  
  "usingComponents": {  
    "title": "mini-ali-ui/es/title/index"  
  }  
}
```

If you install the rpx version of the extended component library, modify the component name during registration:

copy

```
{  
  "usingComponents": {  
    "title": "mini-ali-ui-rpx/es/title/index"  
  }  
}
```

2. Call the component in the AXML file.

copy

```
<title  
hasLine="true"  
iconURL="https://example.com/images/T1HHFgXXVeXXXXXXXXX.png"  
type="close"  
onActionTap="titleClose"  
>the internal title can be closed  
</title>
```

Version upgrade

Upgrade UI component version by using the following command:

copy

```
$ npm update mini-ali-ui --save
```

Note:

The latest version is 1.3.0.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_overview

Overview {#overview}

Last updated: 2021-05-09

Path: miniprogram_gcash

Overview

2021-05-09 18:43

Basic Component

The Mini Program provides the developers with a series of basic components so that the developers can combine them for service development.

Attribute Type

The component provides a series of attribute configuration. Each attribute value has the requirement for type:

```
||||| --- | --- | --- || Type | Description | Notes || Boolean | Boolean ||| Number | Number
||| String | String ||| Array | Array ||| Object | Object ||| EventHandle | Event handler |
Need to define the implementation for the event handler in Page. || any | Any type ||
```

Common Component Attribute

All components include the following attributes:

```
||||| --- | --- | --- | --- || Property | Type | Description | Notes || id | String | Unique
component identifier. ||| class | String | Style class. ||| style | String | Inline style. |||
data-* | Any | Custom attributes. | When the event is triggered, the custom attribute is
transferred to the event handler. || on catch | EventHandle | Event binding, following the
ump nomenclature specifications, such as onTap. | Refer to event. |
```

Tips

The {{}} is required to transfer inside the specified attribute type data. For example

copy

```
<view disable-scroll="false"> <!-- Error is a string, not a boolean,
equivalent to boolean type true -->
<view disable-scroll="{{false}}> <!--right, or empty attribute,
meaning false-->
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_overview

Overview {#overview}

Last updated: 2022-07-03

Path: miniprogram_gcash

Overview

2022-07-03 18:44

Similar to Page, the customized components consist of four parts: axml, js, json and acss.

There are two steps to create a customized component:

1. Declare the customized component in json. If it is dependent on other components, it is required to declare additionally the dependent customized components.

Sample code:

```
copy

{
  "component": true, // mandate, the value for customized component must be true
  "usingComponents": {
    "c1": "../x/index"
  } //Dependent component
}
```

Parameter details:

Parameter	Type	Required	Description
component	Boolean	Yes	Declare customized component.
usingComponents	Object	No	Path of the customized component in the dependence declaration Absolute project path starts with “/”, and relative path starts with “./” or “..” The npm path does not start with “/”.

1. Use the Component function to register the customized component. See [Component constructor](#).

Component parameter description:

Parameter	Description	Document
onInit	Callback on creation	Component lifecycle .
deriveDataFromProps	Callback on creation and update	Component lifecycle .
data	local status	Same as Page (can be modified via setData and \$spliceData).
props	Attribute transferred from outside	Component method and external attribute-props .
methods	Customized method	Component method and external attribute - methods .

Sample code:

```
copy

// /components/customer/index.js
Component({
  mixins: [], // minxin easy reuse code
  data: { x: 1 }, // internal data of component
  props: { y: 1 }, // Can add default to attribute transferred from outside
  onInit() {}, // trigger on component creation, added in version 2.0.0
  deriveDataFromProps(nextProps) {}, // trigger on component creation and before update, added in version 2.0.0
  didMount(){}, // Lifecycle function
  didUpdate(){},
  didUnmount(){},
  methods: { // customized method
    handleTap() {
      this.setData({ x: this.data.x + 1}); // Can use setData to
```

```
change internal attribute
  },
  },
})
```

in addition, the customized component supports slot and can build flexible page structure. See [component template and style](#) .

Sample code:

copy

```
<!-- // /components/customer/index.axml -->
<view>
  <view>x: {{x}}</view>
  <button onTap="handleTap">plusOne</button>
  <slot>
    <view>default slot & default value</view>
  </slot>
</view>
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_custom-component_create-custom-component_overview

Overview {#overview}

Last updated: 2022-07-03

Path: miniprogram_gcash

Overview

2022-07-03 18:44

API

The framework provides the developers with more JSAPI and OpenAPI capabilities so that they can launch diversified convenient services to the users.

Notes:

The APIs started with my.on are used to listen to the system events and accept one callback function as the parameter. When the event is triggered, it calls the callback function, which will transfer to the related API started with my.off to cancel the listening relation. If the API started with my.off is called directly, all listening relations will be canceled. Example

copy

```
Page({
  onLoad() {
    this.callback = this.callback.bind(this);
    my.onBLECharacteristicValueChange(this.callback);
  },
  onUnload() {
    // remove listener when page unload
    my.offBLECharacteristicValueChange(this.callback);
  },
  callback(res) {
    console.log(res);
  },
});
```

All other API interfaces accept one object as the parameter. It is possible to specify success (call success), fail (call failure) and complete (call success or failure) cto receive the interface call result. The callback result is generally an object unless otherwise specified. If an error/errorMessage is included, it indicates call failure. The result value after the call is a promise object. Example

copy

```
my.httpRequest({
  url: '/x.htm',
  success(res1) {},
}).then((res2) => {
  // res1 === res2
},(res) => {
  console.log(res.error, res.errorMessage);
})
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_overview

Page Configuration {#page-configuration}

Last updated: 2022-07-03

Path: miniprogram_gcash

Page Configuration

2022-07-03 18:44

In the directory /pages, the .json file is used to configure the window display of the current page. The page configuration is much simpler than the app.json global configuration. It is possible to set the window related configuration items only but it is not

necessary to write the window key. The page configurations are prior to global configurations.

The window configurations are the same as [Global Configuration](#) and support the following points additionally:

- Supporting the optionMenu configuration navigation icon, which triggers onOptionMenuItemClick on clicking. However, please note that the optionMenu configuration will be deprecated.
- Supporting titlePenetrate to set the navigation bar click-through
- Supporting barButtonTheme to set the navigation bar icon scheme

Complete configurations

Property	Type	Required	Description	Minimum version
optionMenu	Object	NO	Set extra icon of navigation bar, supporting attribute icon with value as icon URL (starting with https/http) or base64 string, suggested size 30*30 px.	1.3.0
titlePenetrate	BOOL	NO	Set navigation bar click-through.	-
barButtonTheme	String	NO	Set navigation bar icon scheme, “default” for blue icon or “light” for white icon.	-

Here is a basic example:

```
copy
{
  "optionMenu": {
    "icon": "https://img.example.com/example.png"
  },
  "titlePenetrate": "YES",
  "barButtonTheme": "light"
}
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_page_page-configuration

Page Configuration {#page-configuration}

Last updated: 2021-05-09

Path: miniprogram_gcash

Page Configuration

2021-05-09 18:43

In the directory `/pages`, the `.json` file is used to configure the window display of the current page. The page configuration is much simpler than the `app.json` global configuration. It is possible to set the window related configuration items only but it is not necessary to write the `window` key. The page configurations are prior to global configurations.

The window configurations are the same as [Global Configuration](#) and support the following points additionally:

- Supporting the `optionMenu` configuration navigation icon, which triggers `onOptionMenuItemClick` on clicking. However, please note that the `optionMenu` configuration will be deprecated.
- Supporting `titlePenetrate` to set the navigation bar click-through
- Supporting `barButtonTheme` to set the navigation bar icon scheme

Complete configurations

	Property	Type	Required	Description	Minimum
<code>version</code>	<code>optionMenu</code>	<code>Object</code>	<code>NO</code>	Set extra icon of navigation bar, supporting attribute icon with value as icon URL (starting with https/http) or base64 string, suggested size 30*30 px.	<code>Base library 1.3.0</code>
	<code>titlePenetrate</code>	<code>BOOL</code>	<code>NO</code>	Set navigation bar click-through.	<code>-</code>
	<code>barButtonTheme</code>	<code>String</code>	<code>NO</code>	Set navigation bar icon scheme, “default” for blue icon or “light” for white icon.	<code>-</code>

Here is a basic example:

copy

```
{
  "optionMenu": {
    "icon": "https://img.example.com/example.png"
  },
  "titlePenetrate": "YES",
  "barButtonTheme": "light"
}
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_page-configuration

Page FAQ {#page-faq}

Last updated: 2021-05-09

Path: miniprogram_gcash

Page FAQ

2021-05-09 18:43

Q: How to use cookie in Mini Program

A: Cookie is not suggested to be used in Mini Program, the cookie set by server side will not be forbidden and it will be set to the Mini Program process. In the next request, the cookie will be set into the request automatically. In front side, cookie can not be obtained and will do nothing about the cookie.

Q: How to get the parameters of onload in certain page

A: From `getCurrentPages`, the instance of page stack can be obtained, then parameters can be obtained.

Q: Can Mini Program able to listen to the close event? Which function will be invoked when clicking the close button?

A: Mini Program can not listen to the close event and nothing will be invoked when clicking the close button.

Q: Data does not refresh when calling setData

A: Please check the effectiveness of `this` instance and make sure the code logic is correct.

Q: Blank page displays when jumping to a new page, how to solve it

A: If using `request` to get data from server side, please make sure the domain whitelist is configured. If not, the data can not be requested, which may causing blank page.

Q: How to get the parameter in the link when jumping to a new page

A: Use `onLaunch` to listen to the initialization of Mini Program, the query can be obtained from the `onLaunch` parameter.

Q: How to import js in Mini Program

A: Use `import {Ajax} from '/util(or ./util)'` to import js

Q: How to trigger a function automatically without clicking

A: Call the function in `onload` or `onshow`.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_page-faq

Page FAQ {#page-faq}

Last updated: 2022-07-03

Path: miniprogram_gcash

Page FAQ

2022-07-03 18:44

Q: How to use cookie in Mini Program

A: Cookie is not suggested to be used in Mini Program, the cookie set by server side will not be forbidden and it will be set to the Mini Program process. In the next request, the cookie will be set into the request automatically. In front side, cookie can not be obtained and will do nothing about the cookie.

Q: How to get the parameters of onload in certain page

A: From `getCurrentPages`, the instance of page stack can be obtained, then parameters can be obtained.

Q: Can Mini Program able to listen to the close event? Which function will be invoked when clicking the close button?

A: Mini Program can not listen to the close event and nothing will be invoked when clicking the close button.

Q: Data does not refresh when calling setData

A: Please check the effectiveness of this instance and make sure the code logic is correct.

Q: Blank page displays when jumping to a new page, how to solve it

A: If using `request` to get data from server side, please make sure the domain whitelist is configured. If not, the data can not be requested, which may causing blank page.

Q: How to get the parameter in the link when jumping to a new page

A: Use `onLaunch` to listen to the initialization of Mini Program, the query can be obtained from the `onLaunch` parameter.

Q: How to import js in Mini Program

A: Use `import {Ajax} from '/util(or ./util)'` to import js

Q: How to trigger a function automatically without clicking

A: Call the function in `onload` or `onshow`.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_page_page-faq

Page Introduction {#page-introduction}

Last updated: 2021-05-09

Path: miniprogram_gcash

Page Introduction

2021-05-09 18:43

Page represents a page of Mini Program, taking charge of the display and interaction of page. Each page will have a subdirectory in the project, basically there are as many subdirectories as there are pages. It is also a constructor to generate instance of page.

Each page consists of four files:

- `[PageName].js`: page logic
- `[PageName].axml`: page structure
- `[PageName].json`: page configuration (optional)
- `[PageName].acss`: page style sheet (optional)

When page is initialized, the data should be provided.

copy

```
Page({
  data: {
    title: 'Mini Program',
    array: [{user: 'li'}, {user: 'zha'}],
  },
});
```

According to the data provided, the page can be rendered.

copy

```
<view>{{title}}</view>
<view>{{array[0].user}}</view>
```

The function should be specified when defining interaction.

copy

```
<view onTap="handleTap">click me</view>
```

The above code shows when user clicks the view, the `handleTap` function will be invoked.

copy

```
Page({
  handleTap() {
    console.log('yo! view tap!');
  },
});
```

If you want to re-render the page, you need to call `this.setData` function in the `[PageName].js` script.

copy

```
<view>{{text}}</view>
<button onTap="changeText"> Change normal data </button>
```

The above code shows when user click the view, the `changeText` function will be invoked.

copy

```
Page({
  data: {
    text: 'init data',
  },
  changeText() {
    this.setData({
      text: 'changed data',
    });
  },
});
```

In the `changeText` function, `this.setData` is called to change the text data, and then the page will re-render to show the changed data.

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Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_page_overview

Page Introduction {#page-introduction}

Last updated: 2022-07-03

Path: miniprogram_gcash

Page Introduction

2022-07-03 18:44

Page represents a page of Mini Program, taking charge of the display and interaction of page. Each page will have a subdirectory in the project, basically there are as many subdirectories as there are pages. It is also a constructor to generate instance of page.

Each page consists of four files:

- `[PageName].js`: page logic

- [PageName].axml: page structure
- [PageName].json: page configuration (optional)
- [PageName].acss: page style sheet (optional)

When page is initialized, the data should be provided.

copy

```
Page({  
  data: {  
    title: 'Mini Program',  
    array: [{user: 'li'}, {user: 'zhao'}],  
  },  
});
```

According to the data provided, the page can be rendered.

copy

```
<view>{{title}}</view>  
<view>{{array[0].user}}</view>
```

The function should be specified when defining interaction.

copy

```
<view onTap="handleTap">click me</view>
```

The above code shows when user clicks the view, the handleTap function will be invoked.

copy

```
Page({  
  handleTap() {  
    console.log('yo! view tap!');  
  },  
});
```

If you want to re-render the page, you need to call `this.setData` function in the [PageName].js script.

copy

```
<view>{{text}}</view>  
<button onTap="changeText"> Change normal data </button>
```

The above code shows when user click the view, the changeText function will be invoked.

copy

```
Page({
  data: {
    text: 'init data',
  },
  changeText() {
    this.setData({
      text: 'changed data',
    });
  },
});
```

In the `changeText` function, `this.setData` is called to change the text data, and then the page will re-render to show the changed data.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_page_overview

Page Mechanism {#page-mechanism}

Last updated: 2022-06-30

Path: miniprogram_gcash

Page Mechanism

2022-06-30 23:35

Page(object: Object)

Each .js file in the /pages directory has a `Page` object to define properties for a Mini Program page. We can use this object to specify the initial data, register lifecycle callbacks, and customize event handlers.

Below are the basic page codes:

copy

```
// pages/index/index.js
Page({
  data: {
    title: "Mini Program",
  },
  onLoad(query) {
    // Page loading
  },
  onShow() {
```

```

    // Page showing
},
onReady() {
    // Page loading complete
},
onHide() {
    // Page hiding
},
onUnload() {
    // Page closed
},
onTitleClick() {
    // Title clicked
},
onPullDownRefresh() {
    // Page pulled down
},
onReachBottom() {
    // Page pulled down till bottom
},
onShareAppMessage() {
    // Return customized sharing information
},
// Event handler object
events: {
    onBack() {
        console.log('onBack');
    },
},
// Custom event handler
viewTap() {
    this.setData({
        text: 'Set data for update.',
    });
},
// Custom event handler
go() {
    // Jump with parameters, read type from query of onLoad function
    // in page/ui/index
    my.navigateTo({url: '/page/ui/index?type=mini'});
},
// Custom data object
customData: {
    name: 'Mini Program',
},
);
}

```

Page Lifecycle

The diagram below shows the lifecycle of the Page object.

The Mini Program basically uses the view thread (Webview) and application service thread (Worker) for control and management. The Webview and Worker threads run in parallel.

- Upon startup, the Worker thread invokes `app.onLaunch` and `app.onShow` when the app is created. Subsequently when WebView initialization completes, the Worker thread receives a notification from WebView thread and then invokes `page onLoad` and `page.onShow` to indicate the completion of page creation.
- Upon the notification on completion of the Webview initialization, the Worker sends the initialized data to the Webview for render. Now the Webview completes the first data render.
- After the first render is completed, the Webview enters into the ready status and notifies the Worker. The Worker calls the `page.onReady` function and enters into the active status.
- in the active status, the Worker modifies data each time and then notifies the Webview for rendering. When switched to the background, the Worker calls the `page onHide` function and enters into the suspended status. The `page.onShow` function will be called when page returns to the foreground and enters into the active status. When the return or redirection page is called, the function `page.onUnload` is called for page destroying.

Object Attribute Description

		Property	Type	Description	Minimum version		
Object	Function	Function for initializing data or returning initialized data.	Object	events	-	1.13.7	

Object | Function | Function for initializing data or returning initialized data. | - | events | Object | Event handler object. | 1.13.7 | `onLoad` | Function(query: Object) | Trigger on page loading. | - | `onShow` | Function | Trigger on page showing. | - | `onReady` | Function | Trigger on completion of initial page rendering. | - | `onHide` | Function | Trigger on page hiding. | - | `onUnload` | Function | Trigger on page unloading. | - | `onShareAppMessage` | Function(options: Object) | Trigger on clicking upper-right corner share. | - | `onTitleClick` | Function | Trigger on clicking title. | - | `onOptionMenuClick` | Function | Trigger on clicking extra icon of navigation bar. | 1.3.0 | `onPopupMenuClick` | Function | Trigger on clicking custom menu buttons in upper-right general menu. | 1.3.0 | `onPullDownRefresh` | Function({from: manual | code}) | Trigger on pulling down page. | - | `onPullIntercept` | Function | Trigger on pulling down interruption. | 1.11.0 | `onTabItemTap` | Function | Trigger on clicking tabItem. | 1.11.0 | `onPageScroll` | Function({scrollTop}) | Trigger on page scrolling. | - | `onReachBottom` | Function | Trigger on pulling page till bottom. | - | Others | Any | The developer can add any function or attribute column into the object. The this can be used for access in the page functions. | - |

Page Data Object

The initial data can be specified for the page by setting data. When data is an object, it is shared by all pages. In other words, when it returns and then enters the page again, the last page data will be displayed instead of the initial data. In such a case, the issue may be fixed by setting data as unchanged data or changing data as page exclusive data.

Set as unchanged data

copy

```
Page({
  data: { arr: [] },
  doIt() {
    this.setData({arr: [...this.data.arr, 1]}),
  },
});
```

Set as page exclusive data (not recommended)**copy**

```
Page({
  data() { return { arr: [] }; },
  doIt() {
    this.setData({arr: [1, 2, 3]}),
  },
});
```

Notes:

Do not modify `this.data` directly, which will not change the page status and will cause data inconsistency.

For example:

copy

```
Page({
  data: { arr: [] },
  doIt() {
    this.data.arr.push(1); // Do not do this!
    this.setData({arr: this.data.arr});
  }
});
```

Lifecycle Function

onLoad(query: Object)

Trigger on page initializing. It called only once for each page.

The query is the query object transferred in the `my.navigateTo` and `my.redirectTo`.

The query content is in the format: "parameter name=parameter value¶meter name=parameter value..."

||||| --- | --- | --- || **Property | Type | Description** || query | Object | Parameter for opening the current page path. |

onShow()

Trigger on page showing or switching to foreground

onReady()

Trigger on completion of initial page rendering. It is called only once for each page, indicating the page is ready and can interact with view layer. For the setting of interface such as `my.setNavigationBar`, please set behind `onReady`.

onHide()

Trigger on page hiding or switching to background. Such as `my.navigateTo` to another page or switching via bottom tab.

onUnload()

Trigger on page unloading. Such as `my.redirectTo` or `my.navigateBack` to another page.

Page Event Handler

onShareAppMessage(options: Object)

Trigger on clicking the **Share** button in upper-right general menu or clicking in-page **Share** button.

Define the `onShareAppMessage` function in Page and set the sharing information:

- Display the **Share** button in the upper-right menu of every page by default. Only the shared content can be customized by using the `onShareAppMessage` function.
- The `onShareAppMessage` function is called when the user clicks the **Share** button.
- This event handler must return an Object to customize the shared content.
- The mini program supports to trigger the sharing by using the button component. The value of open-type is `share`.

Sample codes:

copy

```
// API-DEMO page/API/share/share.json
{
    "defaultTitle" : "onShareAppMessage"
}
```

copy

```
<view class = "page" >
<view class = "page-description" > Click the upper-right menu to
```

```

customize the sharing </view>
</view>

copy

// API-DEMO page/API/share/share.js
Page ({
  onShareAppMessage () {
    return {
      title : 'Sharing the View component' ,
      desc : 'The View component is general' ,
      path : 'page/component/view/view' ,
      };
    },
  });

```

Sample codes for triggering the sharing with the button component:

copy

```

<view>
<button type="primary" open-type="share" a:if="
{{canIUseShareButton}}">Share to friends</button>
</view>

```

copy

```

Page({
  data: { canIUseShareButton: true },
  setShareButtonSwitch () { this.setData({ canIUseShareButton:
my.canIUse('button.open-type.share') }) },
  onLoad() { this.setShareButtonSwitch(); } ,

  onShareAppMessage() {
    return {
      title: 'Mini program demo',
      desc: 'Mini program official demo that displays the supported
APIs and components',
      path: 'page/component/component-pages/view/view?param=123'
    }
  }
});

```

The parameters are in Object type and have the following attributes:

Property	Type	Description
from	String	Source of triggering sharing event. Valid values are:
- button	click the button in the page to trigger the sharing;	
- menu	click the button in the upper-right menu to trigger the sharing;	
- code	call the <u>my.showSharePanel</u> API to trigger the sharing.	
target	Object	If the value of from is button, target is the button that triggers the event. Otherwise, button is undefined.
webViewUrl	String	When the page contains the web-view component, return the URL of the current web-view.

This event handler must return an Object to customize the shared content.

Return value

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || title | String | Yes |
Customized sharing title. Max 50 characters. || desc | String | No | Customized
description about the sharing. The maximum length is 140 characters when sharing to
Sina Weibo, so it's suggested that the description does not exceed 140 characters. || path |
String | Yes | Customized sharing path. The customized parameters in the path can be
obtained from the onLoad lifecycle function and follow the HTTP GET rules. The path
cannot contain the root directory (/). || imageUrl | String | No | The path of the
customized icon, which can be a web image path. Recommended Image size is 1200 x
630 pixels and should not be more than 8M, and Minimum image size is 200 x 200
pixels. || bgImgUrl | String | No | The path of the customized image, which can be a web
image path. The image size is suggested to be 750 x 825 pixels. || success | Function | No
| The callback method that indicates a successful sharing. || fail | Function | No | The
callback method that indicates a failed sharing. |

Success callback function

||||| --- | --- | --- || **Property** | **Type** | **Description** || channelName | String | The sharing
channel. || shareResult | Boolean | The result that indicates whether the sharing is
successful. |

onTitleClick()

Trigger on clicking title.

onOptionMenuClick()

Trigger on clicking upper-right corner menu button.

onPopMenuItemClick()

Trigger on clicking upper-right corner general menu button.

onPullDownRefresh({from: manual | code})

Trigger on pulling down to refresh. It is required to enable pullRefresh in the window
option of [app.json](#). When the data refresh is processed completely, call
`my.stopPullDownRefresh` to stop the pull-to-refresh for that page.

onPullIntercept()

Trigger on pulling down interruption.

onTabItemTap(object: Object)

Trigger on clicking tabItem

Property	Type	Description
from	String	Click source.
pagePath	String	Page path of the clicked tabItem.
text	String	Button text of the clicked tabItem.
index	Number	Number of the clicked tabItem, starting from 0.

onPageScroll({scrollTop})

Trigger on page scrolling, scrollTop is the page scrolling distance.

onReachBottom()

Trigger on pulling page till bottom.

Events

To simplify codes, a new event handler object events is available. The existing page handler is equivalent to the exposed event functions on the page instance.

Notes:

- The support for events starts from basic library version 1.13.7.
- Please distinguish the basic library version requirements for the same named functions of the page event handler and events.

Below is the list of event functions supported by events:

Event	Type	Description	Lowest version
onBack	Function	Trigger on page returning.	1.13.7
onKeyboardHeight	Function	Trigger on keyboard height changing.	1.13.7
onOptionMenuClick	Function	Trigger on clicking upper-right corner menu button.	1.13.7
onPopupMenuClick	Function	Trigger on clicking upper-right corner general menu button.	1.13.7
onPullIntercept	Function	Trigger on pulling down interruption.	1.13.7
onPullDownRefresh	Function	Trigger on pulling down page.	1.13.7
onTitleClick	Function	Trigger on clicking title.	1.13.7
onTabItemTap	Function	Trigger on click non-current tabItem.	1.13.7
beforeTabItemTap	Function	Trigger before click non-current tabItem.	1.13.7
onResize	Function	Trigger on window size changing.	{size: {windowWidth: number, windowHeight: number}}
			1.16.0

Sample code:

copy

```
// Feature detection
my.canIUse('page.events.onBack');
```

```
Page({
  data: {
    text: 'This is page data.'
  },
  onLoad(){
    // trigger on page loading
  },
});
```

```
events:{  
    onBack(){  
        // Trigger on page returning  
    },  
    onKeyboardHeight(e){  
        // Trigger on keyboard height changing  
        console.log('keyboard height:', e.height)  
    },  
    onOptionMenuClick(){  
        // Trigger on clicking upper-right corner menu button  
    },  
    onPopMenuItemClick(e){  
        // Trigger on clicking custom menu buttons in upper-right  
        general menu  
        console.log('index of the clicked custom menu', e.index)  
        console.log('name of the clicked custom menu', e.name)  
        console.log('menuIconUrl of the clicked custom menu',  
e.menuIconUrl)  
    },  
    onPullIntercept(){  
        // Trigger on pulling down interruption  
    },  
    onPullDownRefresh(e){  
        // Trigger on pulling down page The e.from value "code"  
        indicates the event triggered by startPullDownRefresh; value "manual"  
        indicates the pull-down event trigger by user  
        console.log('type of triggered pull-down refresh', e.from)  
        my.stopPullDownRefresh()  
    },  
    onTitleClick(){  
        // Trigger on clicking title  
    },  
    onTabItemTap(e){  
        // e.from means triggering after clicking tabItem and switching;  
        value "user" indicates event triggered by user clicking; value "api"  
        indicates event triggered by switchTab  
        console.log('type of triggering tab change', e.from)  
        console.log('path of page corresponding to the clicked tab',  
e.pagePath)  
        console.log('text of the clicked tab', e.text)  
        console.log('index of the clicked tab', e.index)  
    },  
    beforeTabItemTap(){  
        // trigger on clicking tabItem but before switching  
    },  
    onResize(e){  
        // Trigger on window size changing  
        var {windowWidth, windowHeight} = e.size  
        console.log('width of changed window', windowWidth)  
        console.log('height of changed window', windowHeight)  
    },
```

```

    }
})

```

Page.prototype.setData(data: Object, callback: Function)

The `setData` sends data from logic layer to view layer and changes the value of `this.data`.

The `Object` is expressed in the form `key: Value`. The key value in `this.data` is changed to `value`. Here, the key can be flexibly provided in form of data path, such as `array[2].message`, `a.b.c.d`. It is not necessary to predefine in `this.data`.

The following points are worth attentions in use:

1. It is invalid to modify `this.data` directly, which will not change the page status and will cause data inconsistency.
2. Only the JSON supported data is supported.
3. Try not to set too many data once.
4. Do not set any value in the data as undefined, otherwise, that item will not be set, and potential issue may arise.

Sample code:

copy

```

<view>{{text}}</view>
<button onTap="changeTitle"> Change normal data </button>
<view>{{array[0].text}}</view>
<button onTap="changeArray"> Change Array data </button>
<view>{{object.text}}</view>
<button onTap="changePlanetColor"> Change Object data </button>
<view>{{newField.text}}</view>
<button onTap="addNewKey"> Add new data </button>
<view>hello: {{name}}</view>
<button onTap="changeName"> Change name </button>

```

copy

```

Page({
  data: {
    text: 'test',
    array: [{text: 'a'}],
    object: {
      text: 'blue',
    },
    name: 'Mini Program',
  },
  changeTitle() {

```

```

// Wrong! Do not modify the data directly
// this.data.text = 'changed data'

// Correct!
this.setData({
  text: 'ha',
});
},
changeArray() {
  // Possible to modify data by using directly data path
  this.setData({
    'array[0].text': 'b',
  });
},
changePlanetColor(){
  this.setData({
    'object.text': 'red',
  });
},
addNewKey() {
  this.setData({
    'newField.text': 'c',
  });
},
changeName() {
  this.setData({
    name: 'Mini Program',
  }, () => { // Accept transfer of callback function
    console.log(this); // this: current page instance
    this.setData({ name: this.data.name + ', ' + 'welcome!' });
  });
},
);
}
);

```

Parameter description:

Event	Type	Description	Lowest version	data	Object
Data to be changed.	callback	Function	Callback function, to be executed on completion of page rendering and update.	1.7.0, Use <code>my.canIUse('page.setData.callback')</code>	for compatibility processing.

Page.prototype.\$spliceData(data: Object, callback: Function)

Note: `$spliceData` is supported since version 1.7.2. The `my.canIUse('page.$spliceData')` can be used for compatibility processing.

Similarly, the `spliceData` is used to transfer data from logic layer to view layer, but has higher performance than `setData` in processing long list.

The `Object` is expressed in the form `key: Value..` The `key` value in `this.data` is changed to `value`. Here, the key can be flexibly provided in form of data path, such as `array[2].message`, `a.b.c.d`. It is not necessary to predefine in `this.data`. The `value` is an array (format: `[start, deleteCount, ...items]`). The first element of the array is the start position of the operation, the second element is the number of elements to be deleted, and other other elements are the insertion data. It maps the array `splice` method in es5.

Sample code:

copy

```
<!-- pages/index/index.axml -->
<view class="spliceData">
    <view a:for="{{a.b}}" key="{{item}}" style="border:1px solid red">
        {{item}}
    </view>
</view>
```

copy

```
// pages/index/index.js
Page({
    data: {
        a: {
            b: [1,2,3,4],
        },
    },
    onLoad(){
        this.$spliceData({ 'a.b': [1, 0, 5, 6] });
    },
});
```

Page output:

copy

```
1
5
6
2
3
4
```

Parameter description:

--- --- ---	Event	Type	Description	data Object Data to be changed.
callback Function	Callback function, to be executed on completion of page rendering and update.			

Page.prototype.\$batchedUpdates(callback: Function)

Batch update data.

Note: \$batchedUpdates is supported since version 1.14.0.

Them.y.canIUse('page.\$batchedUpdates') can be used for compatibility processing.

Parameter description:

--- --- ---	Event	Type	Description
callback	Function	The data operation in the callback function will be updated in batch.	

Sample code:

copy

```
// pages/index/index.js
Page({
  data: {
    counter: 0,
  },
  plus() {
    setTimeout(() => {
      this.$batchedUpdates(() => {
        this.setData({
          counter: this.data.counter + 1,
        });
        this.setData({
          counter: this.data.counter + 1,
        });
      });
    }, 200);
  },
});
```

copy

```
<!-- pages/index/index.axml -->
<view>{{counter}}</view>
<button onTap="plus">+2</button>
```

1. In this example, page counter adds 2 on each button clicking.

2. The `setData` is placed within `this.$batchedUpdates`. Thus, only one data transfer happens despite of multiple `setData`.

Page.route

Path of Page, mapping the path value configured in app.json, type `String`

This is a read-only attribute.

copy

```
Page({
  onShow() {
    // Map the path value configured in app.json
    console.log(this.route)
  }
})
```

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Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_page_page-mechanism

Page Mechanism {#page-mechanism}

Last updated: 2022-07-03

Path: miniprogram_gcash

Page Mechanism

2022-07-03 18:44

Page(object: Object)

Each .js file in the /pages directory has a Page object to define properties for a Mini Program page. We can use this object to specify the initial data, register lifecycle callbacks, and customize event handlers.

Below are the basic page codes:

copy

```
// pages/index/index.js
Page({
  data: {
    title: "Mini Program",
  },
  onLoad(query) {
    // Page loading
  },
  onShow() {
    // Page showing
  },
  onReady() {
    // Page loading complete
  }
})
```

```
},
onHide() {
    // Page hiding
},
onUnload() {
    // Page closed
},
onTitleClick() {
    // Title clicked
},
onPullDownRefresh() {
    // Page pulled down
},
onReachBottom() {
    // Page pulled down till bottom
},
onShareAppMessage() {
    // Return customized sharing information
},
// Event handler object
events: {
    onBack() {
        console.log('onBack');
    },
},
// Custom event handler
viewTap() {
    this.setData({
        text: 'Set data for update.',
    });
},
// Custom event handler
go() {
    // Jump with parameters, read type from query of onLoad function
    // in page/ui/index
    my.navigateTo({url: '/page/ui/index?type=mini'});
},
// Custom data object
customData: {
    name: 'Mini Program',
},
});
```

Page Lifecycle

The diagram below shows the lifecycle of the Page object.

The Mini Program basically uses the view thread (Webview) and application service thread (Worker) for control and management. The Webview and Worker threads run in parallel.

- Upon startup, the Worker thread invokes `app.onLaunch` and `app.onShow` when the app is created. Subsequently when WebView initialization completes, the Worker thread receives a notification from WebView thread and then invokes `page.onLoad` and `page.onShow` to indicate the completion of page creation.
- Upon the notification on completion of the Webview initialization, the Worker sends the initialized data to the Webview for render. Now the Webview completes the first data render.
- After the first render is completed, the Webview enters into the ready status and notifies the Worker. The Worker calls the `page.onReady` function and enters into the active status.
- in the active status, the Worker modifies data each time and then notifies the Webview for rendering. When switched to the background, the Worker calls the `page.onHide` function and enters into the suspended status. The `page.onShow` function will be called when page returns to the foreground and enters into the active status. When the return or redirection page is called, the function `page.onUnload` is called for page destroying.

Object Attribute Description

Property	Type	Description	Minimum version
Object	Function	Function for initializing data or returning initialized data.	-
Object	Event handler object.	1.13.7	<code>onLoad</code>
Object	Function	Trigger on page loading.	1.13.7
Object	Function	Trigger on page showing.	1.13.7
Object	Function	Trigger on completion of initial page rendering.	1.13.7
Object	Function	Trigger on page hiding.	1.13.7
Object	Function	Trigger on page unloading.	1.13.7
Object	Function	Trigger on clicking upper-right corner share.	1.13.7
Object	Function	Trigger on clicking title.	1.13.7
Object	Function	Trigger on clicking extra icon of navigation bar.	1.3.0
Object	Function	Trigger on clicking custom menu buttons in upper-right general menu.	1.3.0
Object	Function	Trigger on pulling down page.	-
Object	Function	Trigger on pulling down interruption.	1.11.0
Object	Function	Trigger on clicking tabItem.	1.11.0
Object	Function	Trigger on page scrolling.	1.11.0
Object	Function	Trigger on pulling page till bottom.	1.11.0
Others	Any	The developer can add any function or attribute column into the object. The <code>this</code> can be used for access in the page functions.	-

Page Data Object

The initial data can be specified for the page by setting data. When data is an object, it is shared by all pages. In other words, when it returns and then enters the page again, the last page data will be displayed instead of the initial data. In such a case, the issue may be fixed by setting data as unchanged data or changing data as page exclusive data.

Set as unchanged data

copy

```
Page({
  data: { arr: [] },
  doIt() {
    this.setData({arr: [...this.data.arr, 1]}),
  },
});
```

Set as page exclusive data (not recommended)

copy

```
Page({
  data() { return { arr: [] }; },
  doIt() {
    this.setData({arr: [1, 2, 3]});
  },
});
```

Notes:

Do not modify `this.data` directly, which will not change the page status and will cause data inconsistency.

For example:

copy

```
Page({
  data: { arr: [] },
  doIt() {
    this.data.arr.push(1); // Do not do this!
    this.setData({arr: this.data.arr});
  }
});
```

Lifecycle Function

onLoad(query: Object)

Trigger on page initializing. It called only once for each page.

The query is the query object transferred in the `my.navigateTo` and `my.redirectTo`.

The query content is in the format: "parameter name=parameter value¶meter name=parameter value..."

||||| --- | --- | --- || **Property | Type | Description** || query | Object | Parameter for opening the current page path. |

onShow()

Trigger on page showing or switching to foreground

onReady()

Trigger on completion of initial page rendering. It is called only once for each page, indicating the page is ready and can interact with view layer. For the setting of interface such as `my.setNavigationBar`, please set behind `onReady`.

onHide()

Trigger on page hiding or switching to background. Such as `my.navigateTo` to another page or switching via bottom tab.

onUnload()

Trigger on page unloading. Such as `my.redirectTo` or `my.navigateBack` to another page.

Page Event Handler

onShareAppMessage(options: Object)

Trigger on clicking the **Share** button in upper-right general menu or clicking in-page **Share** button.

Define the `onShareAppMessage` function in Page and set the sharing information:

- Display the **Share** button in the upper-right menu of every page by default. Only the shared content can be customized by using the `onShareAppMessage` function.
- The `onShareAppMessage` function is called when the user clicks the **Share** button.
- This event handler must return an Object to customize the shared content.
- The mini program supports to trigger the sharing by using the button component. The value of open-type is `share`.

Sample codes:

copy

```
// API-DEMO page/API/share/share.json
{
    "defaultTitle" : "onShareAppMessage"
}
```

copy

```
<view class = "page" >
<view class = "page-description" > Click the upper-right menu to
```

```

customize the sharing </view>
</view>

copy

// API-DEMO page/API/share/share.js
Page ({
  onShareAppMessage () {
    return {
      title : 'Sharing the View component' ,
      desc : 'The View component is general' ,
      path : 'page/component/view/view' ,
      };
    },
  });

```

Sample codes for triggering the sharing with the button component:

copy

```

<view>
<button type="primary" open-type="share" a:if="
{{canIUseShareButton}}">Share to friends</button>
</view>

```

copy

```

Page({
  data: { canIUseShareButton: true },
  setShareButtonSwitch () { this.setData({ canIUseShareButton:
my.canIUse('button.open-type.share') }) },
  onLoad() { this.setShareButtonSwitch(); } ,

  onShareAppMessage() {
    return {
      title: 'Mini program demo',
      desc: 'Mini program official demo that displays the supported
APIs and components',
      path: 'page/component/component-pages/view/view?param=123'
    }
  }
});

```

The parameters are in Object type and have the following attributes:

Property	Type	Description
from	String	Source of triggering sharing event. Valid values are:
- button	click the button in the page to trigger the sharing;	
- menu	click the button in the upper-right menu to trigger the sharing;	
- code	call the <u>my.showSharePanel</u> API to trigger the sharing.	
target	Object	If the value of from is button, target is the button that triggers the event. Otherwise, button is undefined.
webViewUrl	String	When the page contains the web-view component, return the URL of the current web-view.

This event handler must return an Object to customize the shared content.

Return value

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || title | String | Yes |
 Customized sharing title. Max 50 characters. || desc | String | No | Customized
 description about the sharing. The maximum length is 140 characters when sharing to
 Sina Weibo, so it's suggested that the description does not exceed 140 characters. || path |
 String | Yes | Customized sharing path. The customized parameters in the path can be
 obtained from the onLoad lifecycle function and follow the HTTP GET rules. The path
 cannot contain the root directory (/). || imageUrl | String | No | The path of the
 customized icon, which can be a web image path.
 Recommended Image size is 1200 x 630 pixels and should not be more than 8M, and
 Minimum image size is 200 x 200 pixels. || bgImgUrl | String | No | The path of the
 customized image, which can be a web image path. The image size is suggested to be 750
 x 825 pixels. || success | Function | No | The callback method that indicates a successful
 sharing. || fail | Function | No | The callback method that indicates a failed sharing. |

Success callback function

||||| --- | --- | --- || **Property** | **Type** | **Description** || channelName | String | The sharing
 channel. || shareResult | Boolean | The result that indicates whether the sharing is
 successful. |

onTitleClick()

Trigger on clicking title.

onOptionMenuClick()

Trigger on clicking upper-right corner menu button.

onPopMenuItemClick()

Trigger on clicking upper-right corner general menu button.

onPullDownRefresh({from: manual | code})

Trigger on pulling down to refresh. It is required to enable pullRefresh in the window
 option of `app.json`. When the data refresh is processed completely, call
`my.stopPullDownRefresh` to stop the pull-to-refresh for that page.

onPullIntercept()

Trigger on pulling down interruption.

onTabItemTap(object: Object)

Trigger on clicking tabItem

Property	Type	Description
from	String	Click source.
pagePath	String	Page path of the clicked tabItem.
text	String	Button text of the clicked tabItem.
index	Number	Number of the clicked tabItem, starting from 0.

onPageScroll({scrollTop})

Trigger on page scrolling, scrollTop is the page scrolling distance.

onReachBottom()

Trigger on pulling page till bottom.

Events

To simplify codes, a new event handler object events is available. The existing page handler is equivalent to the exposed event functions on the page instance.

Notes:

- The support for events starts from basic library version 1.13.7.
- Please distinguish the basic library version requirements for the same named functions of the page event handler and events.

Below is the list of event functions supported by events:

Event	Type	Description	Lowest version
onBack	Function	Trigger on page returning.	1.13.7
onKeyboardHeight	Function	Trigger on keyboard height changing.	1.13.7
onOptionMenuClick	Function	Trigger on clicking upper-right corner menu button.	1.13.7
onPopupMenuClick	Function	Trigger on clicking upper-right corner general menu button.	1.13.7
onPullIntercept	Function	Trigger on pulling down interruption.	1.13.7
onPullDownRefresh	Function	Trigger on pulling down page.	1.13.7
onTitleClick	Function	Trigger on clicking title.	1.13.7
onTabItemTap	Function	Trigger on click non-current tabItem.	1.13.7
beforeTabItemTap	Function	Trigger before click non-current tabItem.	1.13.7
onResize	Function	Trigger on window size changing.	{size: {windowWidth: number, windowHeight: number}}
			1.16.0

Sample code:

copy

```
// Feature detection
my.canIUse('page.events.onBack');
```

```
Page({
  data: {
    text: 'This is page data.'
  },
  onLoad(){
    // trigger on page loading
  },
});
```

```
events:{  
    onBack(){  
        // Trigger on page returning  
    },  
    onKeyboardHeight(e){  
        // Trigger on keyboard height changing  
        console.log('keyboard height:', e.height)  
    },  
    onOptionMenuClick(){  
        // Trigger on clicking upper-right corner menu button  
    },  
    onPopMenuItemClick(e){  
        // Trigger on clicking custom menu buttons in upper-right  
        general menu  
        console.log('index of the clicked custom menu', e.index)  
        console.log('name of the clicked custom menu', e.name)  
        console.log('menuIconUrl of the clicked custom menu',  
e.menuIconUrl)  
    },  
    onPullIntercept(){  
        // Trigger on pulling down interruption  
    },  
    onPullDownRefresh(e){  
        // Trigger on pulling down page The e.from value "code"  
        indicates the event triggered by startPullDownRefresh; value "manual"  
        indicates the pull-down event trigger by user  
        console.log('type of triggered pull-down refresh', e.from)  
        my.stopPullDownRefresh()  
    },  
    onTitleClick(){  
        // Trigger on clicking title  
    },  
    onTabItemTap(e){  
        // e.from means triggering after clicking tabItem and switching;  
        value "user" indicates event triggered by user clicking; value "api"  
        indicates event triggered by switchTab  
        console.log('type of triggering tab change', e.from)  
        console.log('path of page corresponding to the clicked tab',  
e.pagePath)  
        console.log('text of the clicked tab', e.text)  
        console.log('index of the clicked tab', e.index)  
    },  
    beforeTabItemTap(){  
        // trigger on clicking tabItem but before switching  
    },  
    onResize(e){  
        // Trigger on window size changing  
        var {windowWidth, windowHeight} = e.size  
        console.log('width of changed window', windowWidth)  
        console.log('height of changed window', windowHeight)  
    },
```

```

    }
})

```

Page.prototype.setData(data: Object, callback: Function)

The `setData` sends data from logic layer to view layer and changes the value of `this.data`.

The `Object` is expressed in the form `key: Value`. The key value in `this.data` is changed to `value`. Here, the key can be flexibly provided in form of data path, such as `array[2].message`, `a.b.c.d`. It is not necessary to predefine in `this.data`.

The following points are worth attentions in use:

1. It is invalid to modify `this.data` directly, which will not change the page status and will cause data inconsistency.
2. Only the JSON supported data is supported.
3. Try not to set too many data once.
4. Do not set any value in the data as undefined, otherwise, that item will not be set, and potential issue may arise.

Sample code:

copy

```

<view>{{text}}</view>
<button onTap="changeTitle"> Change normal data </button>
<view>{{array[0].text}}</view>
<button onTap="changeArray"> Change Array data </button>
<view>{{object.text}}</view>
<button onTap="changePlanetColor"> Change Object data </button>
<view>{{newField.text}}</view>
<button onTap="addNewKey"> Add new data </button>
<view>hello: {{name}}</view>
<button onTap="changeName"> Change name </button>

```

copy

```

Page({
  data: {
    text: 'test',
    array: [{text: 'a'}],
    object: {
      text: 'blue',
    },
    name: 'Mini Program',
  },
  changeTitle() {

```

```

// Wrong! Do not modify the data directly
// this.data.text = 'changed data'

// Correct!
this.setData({
  text: 'ha',
});
},
changeArray() {
  // Possible to modify data by using directly data path
  this.setData({
    'array[0].text': 'b',
  });
},
changePlanetColor(){
  this.setData({
    'object.text': 'red',
  });
},
addNewKey() {
  this.setData({
    'newField.text': 'c',
  });
},
changeName() {
  this.setData({
    name: 'Mini Program',
  }, () => { // Accept transfer of callback function
    console.log(this); // this: current page instance
    this.setData({ name: this.data.name + ', ' + 'welcome!' });
  });
},
);
}
);

```

Parameter description:

Event	Type	Description	Lowest version	data	Object
Data to be changed.	callback	Function	Callback function, to be executed on completion of page rendering and update.	1.7.0, Use <code>my.canIUse('page.setData.callback')</code>	for compatibility processing.

Page.prototype.\$spliceData(data: Object, callback: Function)

Note: `$spliceData` is supported since version 1.7.2. The `my.canIUse('page.$spliceData')` can be used for compatibility processing.

Similarly, the `spliceData` is used to transfer data from logic layer to view layer, but has higher performance than `setData` in processing long list.

The `Object` is expressed in the form `key: Value..` The `key` value in `this.data` is changed to `value`. Here, the key can be flexibly provided in form of data path, such as `array[2].message`, `a.b.c.d`. It is not necessary to predefine in `this.data`. The `value` is an array (format: `[start, deleteCount, ...items]`). The first element of the array is the start position of the operation, the second element is the number of elements to be deleted, and other other elements are the insertion data. It maps the array `splice` method in es5.

Sample code:

copy

```
<!-- pages/index/index.axml -->
<view class="spliceData">
    <view a:for="{{a.b}}" key="{{item}}" style="border:1px solid red">
        {{item}}
    </view>
</view>
```

copy

```
// pages/index/index.js
Page({
    data: {
        a: {
            b: [1,2,3,4],
        },
    },
    onLoad(){
        this.$spliceData({ 'a.b': [1, 0, 5, 6] });
    },
});
```

Page output:

copy

```
1
5
6
2
3
4
```

Parameter description:

--- --- ---	Event	Type	Description	data Object Data to be changed.
callback Function	Callback function, to be executed on completion of page rendering and update.			

Page.prototype.\$batchedUpdates(callback: Function)

Batch update data.

Note: \$batchedUpdates is supported since version 1.14.0.

Them.y.canIUse('page.\$batchedUpdates') can be used for compatibility processing.

Parameter description:

--- --- ---	Event	Type	Description
callback	Function	The data operation in the callback function will be updated in batch.	

Sample code:

copy

```
// pages/index/index.js
Page({
  data: {
    counter: 0,
  },
  plus() {
    setTimeout(() => {
      this.$batchedUpdates(() => {
        this.setData({
          counter: this.data.counter + 1,
        });
        this.setData({
          counter: this.data.counter + 1,
        });
      });
    }, 200);
  },
});
```

copy

```
<!-- pages/index/index.axml -->
<view>{{counter}}</view>
<button onTap="plus">+2</button>
```

1. In this example, page counter adds 2 on each button clicking.

2. The `setData` is placed within `this.$batchedUpdates`. Thus, only one data transfer happens despite of multiple `setData`.

Page.route

Path of Page, mapping the path value configured in app.json, type `String`

This is a read-only attribute.

copy

```
Page({  
  onShow() {  
    // Map the path value configured in app.json  
    console.log(this.route)  
  }  
})
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_page_page-mechanism

Page Structure {#page-structure}

Last updated: 2022-07-03

Path: miniprogram_gcash

Page Structure

2022-07-03 18:44

The page structure is defined by the `.axml` file in the `pages` directory, the content should follow the `axml` syntax.

AXML is similar to HTML, and there are also some differences, please refer to [AXML](#) for more detail information.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_page_page-structure

Page Structure {#page-structure}

Last updated: 2021-05-10

Path: miniprogram_gcash

Page Structure

2021-05-10 03:43

The page structure is defined by the `.axml` file in the `pages` directory, the content should follow the `axml` syntax.

AXML is similar to HTML, and there are also some differences, please refer to [AXML](#) for more detail information.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_page_structure

Page Style {#page-style}

Last updated: 2022-07-03

Path: miniprogram_gcash

Page Style

2022-07-03 18:44

The page style is defined by the `.acss` file in the `/pages` directory.

Each page will have a root element `page`, the background color or page height can be configured, for example.

copy

```
page {
    background-color: #fff;
}
```

The detail information about acss can be referred in [ACSS](#).

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_page_style

Page Style {#page-style}

Last updated: 2021-05-09

Path: miniprogram_gcash

Page Style

2021-05-09 18:43

The page style is defined by the `.acss` file in the `/pages` directory.

Each page will have a root element `page`, the background color or page height can be configured, for example.

copy

```
page {  
  background-color: #fff;  
}
```

The detail information about acss can be referred in [ACSS](#).

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_page_style

PageResult {#pageresult}

Last updated: 2022-07-03

Path: miniprogram_gcash

PageResult

2022-07-03 18:44

Fault page.

Sample Code

copy

```
// API-DEMO page/component/page-result/page-result.json  
{  
  "defaultTitle": "fault feedback",  
  "usingComponents": {  
    "page-result": "mini-antui/es/page-result/index"  
  }  
}
```

copy

```
<!-- API-DEMO page/component/page-result/page-result.axml -->  
<page-result  
  type="network"  
  title="Network is poor"
```

```
        brief="It looks like the furthest distance in the world"
    />
<page-result
    type="network"
    title="Network is poor"
    brief="It looks like the furthest distance in the world"
>
    <view class="am-page-result-btns">
        <view onTap="backHome">Back home</view>
        <view>Sample button</view>
    </view>
</page-result>
```

copy

```
// API-DEMO page/component/page-result/page-result.js
Page({
  backHome() {
    my.navigateBack();
  }
});
```

copy

```
.am-page-result {
  display: flex;
  flex-direction: column;
}

.am-page-result-btns {
  flex: 1;
  display: flex;
  flex-direction: column;
  justify-content: flex-end;
  align-content: center;
  padding-bottom: 100rpx;
}

.am-page-result-btns > view {
  color: #108EE9;
  font-size: 40rpx;
  margin-top: 52rpx;
  text-align: center;
}
```

Attributes

Property	Description	Type	Default	Required	type
Fault page type: network fault - network, service busy - busy, service abnormality - error, empty status - empty, user logoff - logoff.	String	network	No	local	Is local fault content or not.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_result_pageresult

Pagination {#pagination}

Last updated: 2022-07-03

Path: miniprogram_gcash

Pagination

2022-07-03 18:44

Pagination

Sample Code

copy

```
{  
  "defaultTitle": "Mini Program AntUI component library",  
  "usingComponents": {  
    "pagination": "mini-antui/es/pagination/index"  
  }  
}
```

copy

```
<view>  
  <view class="demo-title">Basic usage</view>  
  <pagination total="{{20}}" current="{{1}}"/>  
  <view class="demo-title">Arrow button</view>  
  <pagination mode="icon" total="{{20}}" current="{{10}}"/>  
  <view class="demo-title">Simple mode</view>  
  <pagination simple total="{{20}}" current="{{1}}"/>  
  <view class="demo-title">Button disabled</view>  
  <pagination total="{{20}}" current="{{1}}" disabled/>  
  <view class="demo-title">Custom button text</view>  
  <pagination arrow prevText="Previous" nextText="Next" total="{{20}}" current="{{1}}"/>  
</view>
```

copy

Page({})

Attributes

Property	Description	Type	Default
mode	Button form options: text, icon.	String	text
total	Total number of pages.	Number	0
current	Current page number.	Number	0
simple	Hide value or not.	Boolean	false
disabled	Disabled status.	Boolean	false
prevText	Text for page-up button.	String	
nextText	Text for page-down button.	String	
btnClass	Pagination button style, for text type buttons only.	String	-
onChange	Pagination callback function.	(index: Number) => void	-

Note:

prevText and nextText take effect only when mode is text.

九色鹿

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_layout-navigation_pagination

Payment capability {#payment-capability}

Last updated: 2022-07-03

Path: miniprogram_gcash

Payment capability

2022-07-03 18:44

Users can trigger the wallet cashier page on a mini program. The payment process and user experience on the mini program are similar to those of the native app.

Prerequisites

This capability is open to a merchant with a valid business license that is verified by its wallet. The merchant website should be accessible and provide clear business content and complete product information.

User experience

The overall payment process includes the following steps:

1. A user selects a product in the mini program and places an order.

2. The user confirms the purchase and enters the payment page that is triggered by the mini program.
3. The user confirms the payee and amount on the checkout page, then confirms the payment.
4. The payment success page is displayed.

Procedures

To develop the payment capability, follow the steps below:

1. Create a mini program

The merchant/ISV gets started with the workspace and publishes a mini program in the Mini Program Platform. For more information, see the [product guide overview](#) and the [developer guide](#).

2. Add features (Optional)

By default, the payment capability is available. For other features, you need to add a feature and define the details according to your business requirements. For more information, see [Features](#).

3. Call APIs

1. The wallet user creates a payment order in a mini program.
2. The merchant or ISV server creates the order by calling the `/{{version}}/payments/pay` OpenAPI from the wallet server.
3. The wallet server returns parameters such as `acquirementId` and `checkout URL` to the mini program.
4. The mini program calls the `tradePay` JSAPI by triggering the wallet payment process and other return parameters and then gets the response.
5. The user confirms the payment. Then the wallet server calls the `/{{version}}/payments/notifyPayment` OpenAPI and sends the order status notification to the min program server.
6. The user is redirected to the payment result page in the mini program.

Note:

- The `version` is the version of Open APIs, for example, `v1` or `v2`.
- The parameter `userId` or `uid` is fetched by calling the `applyToken` OpenAPI. For more information, see [User information capability](#).

API list

||| --- | --- || **JSAPI | Description** || [my.tradePay](#) | Trigger the cashier page from the wallet. || **OpenAPI | Description** || / {version}/payments/{apiName}
The **version** is the version of Open APIs, for example, v1 or v2. | For details, see the [Open APIs for Merchants](#) chapter. |

More information

[Capabilities](#)

[JSAPIs](#)

[Open APIs](#)

[Developing Mini Program](#)

[Using Mini Program Platform](#)

[Features](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/capability-payment

Performance {#performance}

Last updated: 2022-07-08

Path: miniprogram_gcash

Performance

2022-07-08 02:08

You can see the performance with historical data about the mini program. You can select one day before the current date, and see the following numbers on different card pages:

- **Unique Visitor by User**

The number of unique visitors on the selected date that are calculated by the user ID.

- **Unique Visitor by Device**

The number of unique visitors on the selected date that are calculated by the device ID.

- **Page View**

The number of page views on the selected date.

- **New Users**

The number of new users on the selected date.

- **7-Day Active Users**

The number of active users within the past 7 days till the selected date.

- **Accumulated Users**

The number of users that are accumulated from the first day of the mini program release to the selected date.

For each card, you can also see the growth rates, including the daily growth rate, week-over-week growth rate, and month-over-month growth rate.

Next steps

[Real-Time Analysis](#)

More information

[Analytics](#)

[Overview](#)

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/analytics_performance

PickerItem {#pickeritem}

Last updated: 2022-07-03

Path: miniprogram_gcash

PickerItem

2022-07-03 18:44

Selection input.

Sample Code

copy

```
// API-DEMO page/component/input-item/input-item.json
{
```

```
"defaultTitle": "Mini Program AntUI component library",
"usingComponents": {
  "list": "mini-antui/es/list/index",
  "list-item": "mini-antui/es/list/list-item/index",
  "input-item": "mini-antui/es/input-item/index",
  "picker-item": "mini-antui/es/picker-item/index"
}
}
```

copy

```
<!-- API-DEMO page/component/input-item/input-item.axml -->
<view>
  <view style="margin-top: 10px;" />
  <list>
    <input-item
      data-field="cardNo"
      clear="{{true}}"
      value="{{cardNo}}"
      className="dadada"
      placeholder="Bank card number"
      focus="{{inputFocus}}"
      onInput="onItemInput"
      onFocus="onItemFocus"
      onBlur="onItemBlur"
      onConfirm="onItemConfirm"
      onClear="onClear"
    >
      Card number
      <view slot="extra" class="extra" onTap="onExtraTap"></view>
    </input-item>
    <picker-item
      data-field="bank"
      placeholder="Select issuing bank"
      value="{{bank}}"
      onPickerTap="onPickerTap"
    >
      Issuing bank
    </picker-item>
    <input-item
      data-field="name"
      placeholder="Name"
      type="text"
      value="{{name}}"
      clear="{{true}}"
      onInput="onItemInput"
      onClear="onClear"
    >
      Name
    </input-item>
    <input-item
      data-field="password"
```

```
placeholder="Password"
password
>
  Password
</input-item>
<input-item
  data-field="remark"
  placeholder="Remarks"
  last="{{true}}"
/>
</list>
<view style="margin: 10px;">
  <button type="primary" onTap="onAutoFocus">Focus</button>
</view>
</view>
```

copy

```
// API-DEMO page/component/input-item/input-item.js
const banks = ['Mybank', 'CCB', 'ICBC', 'SPDB']
```

```
Page({
  data: {
    cardNo: '1234****',
    inputFocus: true,
    bank: '',
    name: '',
  },
  onAutoFocus() {
    this.setData({
      inputFocus: true,
    });
  },
  onExtraTap() {
    my.alert({
      content: 'extra tapped',
    });
  },
  onItemInput(e) {
    this.setData([
      [e.target.dataset.field]: e.detail.value,
    ]);
  },
  onItemFocus() {
    this.setData({
      inputFocus: false,
    });
  },
  onItemBlur() {},
  onItemConfirm() {},
  onClear(e) {
    this.setData({
```

```
        [e.target.dataset.field]: '',
    });
},
onPickerTap() {
    my.showActionSheet({
        title: 'Select issuing bank',
        items: banks,
        success: (res) => {
            this.setData({
                bank: banks[res.index],
            });
        },
    });
},
```

copy

```
/* API-DEMO page/component/input-item/input-item.acss */
.extra {
    background-image: url('https://img.example.com/example.svg');
    background-size: contain;
    background-repeat: no-repeat;
    background-position: right center;
    opacity: 0.2;
    height: 20px;
    width: 20px;
    padding-left: 10px;
}
```

Attributes

||||| --- | --- | --- || **Property** | **Description** | **Type** | **Default** || className |
Customized class. | String | - || labelCls | Customized label class. | String | - || pickerCls |
Customized selection region class. | String | - || last | Is the last row or not. | Boolean |
false || value | Initial contents. | String | - || name | Component name, used for getting
data via form submission. | String | - || placeholder | Placeholder. | String | - ||
onPickerTap | Trigger on clicking pickeritem. | (e: Object) => void | - |

Slots

||||| --- | --- | --- || **slotname** | **Description** | **Required** || extra | Used to render the description right to picker-item. | No |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_form_pickeritem

Platform User's Guide {#platform-user's-guide}

Path: miniprogram_gcash

Platform User's Guide

This product guide is intended for mini program platform users to learn the product features and procedures to manage the whole lifecycle of mini programs.

Mini Program is a new technology that helps you quickly develop high-quality services and grow your business on mobile apps with better user experience. With the Mini Program Development Platform, you can manage the whole lifecycle of mini programs. You can either directly create, develop, upload, release or remove mini programs, or authorize developers to manage min programs with an approval process. You can also see the data with analytics and quality functionality to improve efficiency.

Mini Program Development Platform

See the details of all the available features to manage the whole lifecycle of a mini program. [Learn more](#)

- [How to manage mini programs](#)
- [How to transform an HTML 5 mobile app to an HTML 5 mini program](#)

Mini Program Operation Platform

See the features related to marketing and operations to manage the business operations of a mini program.

- [How to manage notification templates \(Super apps\)\\Please log in to continue](#)
- [How to navigate to Operation Platform \(Operators\)\\Please log in to continue](#)

Related Topics

[Learn the basic steps for onboarding before you start building your own Mini Programs.](#)

[Get the available reference resources, s](#)

[Dip into the rich UI guidelines to design a Mini Program.](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/overview

Popover {#popover}

Last updated: 2022-07-03

Path: miniprogram_gcash

Popover

2022-07-03 18:44

Bubble It is possible to set Popover-item width and height to change the bubble size. Text adaptive width & height is not supported.

Note: The setting popover is located right below the specific element. It is possible to place the element within the popover and set the position as bottom.

Sample Code

copy

```
// API-DEMO page/component/popover.json
{
  "defaultTitle": "Popover",
  "usingComponents": {
    "popover": "mini-antui/es/popover/index",
    "popover-item": "mini-antui/es/popover/popover-item/index"
  }
}
```

copy

```
<!-- API-DEMO page/component/popover/.axml-->
<view class="demo-popover">
  <popover
    position="{{position}}"
    show="{{show}}"
    showMask="{{showMask}}"
    onMaskClick="onMaskClick"
  >
    <view class="demo-popover-btn" onTap="onShowPopoverTap">Click
{{show ? 'hide' : 'show'}}</view>
    <view slot="items">
      <popover-item onClick="itemTap1">
        <text>{{position}}</text>
      </popover-item>
      <popover-item onClick="itemTap2">
        <text>line2</text>
      </popover-item>
    </view>
  </popover>
</view>
<view class="demo-popover-test-btns">
  <button class="demo-popover-test-btn"
  onTap="onNextPositionTap">Next position</button>
  <button class="demo-popover-test-btn">
```

```
onTap="onMaskChangeTap">Mask{{showMask ? 'hide' : 'show'}}</button>
</view>
```

copy

```
// API-DEMO page/component/popover.js
const position = ['top', 'topRight', 'rightTop', 'right',
'rightBottom', 'bottomRight', 'bottom', 'bottomLeft', 'leftBottom',
'left', 'leftTop', 'topLeft'];
Page({
  data: {
    position: position[0],
    show: false,
    showMask: true,
  },
  onShowPopoverTap() {
    this.setData({
      show: !this.data.show,
    });
  },
  onNextPositionTap() {
    let index = position.indexOf(this.data.position);
    index = index >= position.length - 1 ? 0 : index + 1;
    this.setData({
      show: true,
      position: position[index],
    });
  },
  onMaskChangeTap() {
    this.setData({
      showMask: !this.data.showMask,
    });
  },
  onMaskClick() {
    this.setData({
      show: false,
    });
  },
  itemTap1() {
    my.alert({
      content: 'Click1',
    });
  },
  itemTap2() {
    my.alert({
      content: 'Click2',
    });
  },
});
```

copy

```
/* API-DEMO page/component/popover.css */
.demo-popover {
  display: flex;
  align-items: center;
  justify-content: center;
  width: 100%;
  height: 400px;
}
.demo-popover-btn {
  width: 100px;
  height: 100px;
  line-height: 100px;
  text-align: center;
  background-color: #fff;
  border: 1px solid #dddddd;
  border-radius: 2px;
}
.demo-popover-test-btns {
  display: flex;
  justify-content: space-around;
}
.demo-popover-test-btn {
  width: 45%;
}
```

Attributes

	Property	Description	Type	Default	Required
className	Outmost layout style.	String	-	No	show
show	Show bubble or not.	Boolean			
false	Yes				
showMask	Show mask or not.	Boolean	true	No	position
position	Bubble				
position options:	top, topRight, topLeft, bottom, bottomLeft, bottomRight, right, rightTop, rightBottom, left, leftBottom, leftTop.	String	bottomRight	No	

popover-item

	Property	Description	Type	
className	Single item style.	String		

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_floating-layerPopover

Popup {#popup}

Last updated: 2022-07-03

Path: miniprogram_gcash

Popup

2022-07-03 18:44

Popup window.

		Property	Description	Type	Default	Required
className	Custom class.	String	No	Boolean	false	
show	Show menu or not.	Boolean	false			
animation	Enable animation or not.	Boolean	true	No		
mask	Show mask or not. Clicking outside does not trigger onClose when it is not shown.	Boolean	true	Yes		
position	Control the direction in which the menu pops up. Bottom indicating the bottom side, left the left side, top the top side and right the right side.	String	bottom			
disableScroll	Disable page scroll or not when mask is shown.	Boolean	true	No		
zIndex	Define the number of popup levels.	Number	0	No		

Slots

It is possible to define the parts to be shown in the popup component. See the following example for details.

Example

copy

```
{
  "defaultTitle": "AntUI Component Library",
  "usingComponents": {
    "popup": "mini-antui/es/popup/index"
  }
}
```

copy

```
<view>
  <view class="btn-container">
    <button onTap="onTopBtnTap">Popup</button>
  </view>
  <popup show="{{showTop}}" position="top" onClose="onPopupClose">
    <view style="height: 200px; background: #fff; display: flex; justify-content: center; align-items: center;">hello world</view>
  </popup>
</view>
```

copy

```
Page({
  data: {
    showTop: false,
  },
})
```

```
onTopBtnTap() {
    this.setData({
        showTop: true,
    });
},
onPopupClose() {
    this.setData({
        showTop: false,
    });
},
});
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_floating-layer_popup

Publish an event {#publish-an-event}

Last updated: 2022-07-07

Path: miniprogram_gcash

Publish an event

2022-07-07 17:08

After you complete defining an event, you can choose **Save & Publish** to publish the event. The event configuration is then completed and the system will start to retrieve data in about 5 minutes.

Note: After you publish an event, the **Event Name** and **Data Reporting Method** fields cannot be changed but other fields can still be modified.

Next steps

[Analyze events and funnels](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/publish-event

Quality {#quality}

Last updated: 2022-07-07

Path: miniprogram_gcash

Quality

2022-07-07 17:08

Quality is a real-time crash reporter that helps you track, prioritize, and fix stability issues that erode your mini program quality.

Features

You can perform the following activities within one or all version of a mini program:

- See the following statistics in a form of a graph within different time ranges:
 - **Total HTTP Requests:** The total number of HTTP requests.
 - **JSAPI Call Volume:** The total number of JSAPI calls.
 - **JSError Quantity:** The total number of JS errors.
 - **Abnormal Requests:** The total number of abnormal requests of HTTP requests or JSAPI calls.
 - **Affected Users:** The total number of users that are affected by JSErrors or loading exceptions.
- See the details of abnormal requests, and errors:
 - **Abnormal Request Details:** You can see abnormal URLs, error descriptions, error codes, and a total number of errors for each abnormal URL.
 - **JSError Details:** You can see the error stack description, total number of events caused by each JSError, and total number of affected users caused by each JS error.
 - **Abnormal Resource Files Details:** You can see abnormal URLs, error types, and a total number of errors for each abnormal URL.

More information

[Overview](#)

[Workflow Procedures](#)

[Member Role](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/analytics-quality

Quick start {#quick-start}

Last updated: 2021-05-09

Path: miniprogram_gcash

Quick start

2021-05-09 18:43

This tutorial is designed to quickly get you started with developing a Mini Program quickly.

You can see the whole lifecycle of a mini program in the following figure:

Figure 1. Mini program lifecycle

Mini program development overview

The life-cycle of a mini program covers from the developer account creation to the release of the mini program.

Prerequisite

Before you can get started, make sure you have completed the following settings:

1. Apply for an account to join the Mini Program Platform

As a developer, you can join the platform to be a Mini Program admin or a Mini Program developer after you receive an email invitation.

2. Complete the on-boarding process
3. Create a mini program

- If you are a Mini Program admin, you can apply to create Mini Program on the Mini Program Platform and submit the Mini Program particulars, including but not limited to: name, description, logo image, etc. After successful creation, a unique identifier will be assigned to the newly created Mini Program.
- If you are a Mini Program developer, the Mini Program admin can add you as a member of a Mini Program.

4. Download Mini Program Studio

Develop & Debug in IDE

1. Create a project in Mini Program Studio
2. Link the project with the mini program that is created in the Mini Program Platform.
3. Code and debug
4. Upload the code package from Mini Program Studio to the Mini Program Platform.

Review & Release

1. Review the mini program and request to release the mini program
2. Workspace admin reviews and approves the release request.
3. Release the mini program.

Users can now open the mini program in the app.

Also, marketing capabilities can be enabled to the mini program for operational scenarios. And the life-cycle of a mini program ends when a mini program is removed from the Mini Program Platform.

Next steps

Developers can learn more about Mini Program in the Quick Start documentation:

- [Apply for an account.](#)
- [Run the first Mini Program quickly](#) by using the demo available in the Mini Program studio.
- [Know more about the Mini Program project structure.](#)
- According to the project structure knowledge, [learn more about the demo Mini Program.](#)
- [Learn how to publish a Mini Program.](#)

九色鹿

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/quick-start_overview

Quick start {#quick-start}

Last updated: 2022-07-03

Path: miniprogram_gcash

Quick start

2022-07-03 18:44

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- Apply for an account.
- Run the first Mini Program quickly by using the demo available in the Mini Program studio.
- Know more about the Mini Program project structure.
- According to the project structure knowledge, learn more about the demo Mini Program.
- Learn how to publish a Mini Program.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/quick-start_overview

Real-time analysis {#real-time-analysis}

Last updated: 2022-07-07

Path: miniprogram_gcash

Real-time analysis

2022-07-07 17:08

You can see the real-time data about the mini program on the current date. You can also select one day before the current date or a time period from any date in the past week to the current date.

Features

You can benefit from the following features:

- **Overview**

You can see a data overview of the current date and daily growth rates of the following items:

- Number of users calculated by the user ID
- Number of users calculated by the device ID
- Page visits

It's also supported to select one day before the current date to view the data.

- **Page Visits**

You can select a time range to check the performance of every single page in a table, which includes the following fields:

- Page Path
- Visits
- Visitors
- New Visits by Shared Users
- Time on Page (sec)
- Shared Users
- Total Shares

- **Version Adoption**

You can select a time range to see the ratio of different mini program versions that are used by users.

- **Success Rate of JSAPI Calls**

You can see the payment success rate that is calculated by the total number of payment requests and the number of successful payments. The following JSAPIs are called for this capability:

- my.tradePay
- getAuthCode
- getOpenUserInfo

- **JSAPI errors**

You can see the error details, such as error code, description, number and time of occurrence, and so on.

The following JSAPIs are called for this capability:

- my.tradePay
- getAuthCode
- getOpenUserInfo

Next steps

[Manage Events](#)

More information

[Analytics](#)

[Performance](#)

[Overview](#)

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/analytics_realtime

Register Mini Program {#register-mini-program}

Last updated: 2022-07-03

Path: miniprogram_gcash

Register Mini Program

2022-07-03 18:44

App(Object)

`App()` is used to register the Mini Program, accepts an object as the parameter to configure the lifecycle of Mini Program. `App()` should be called in `app.js` and only be called once.

Object Parameter Description

||||| --- | --- | --- || **Property** | **Type** | **Description** | **Trigger** || onLaunch | Function | Listening to Mini Program initialization. | On completion of Mini Program initialization, invoked only once. || onShow | Function | Listening to Mini Program showing. | On startup of Mini Program or switching to foreground from background. || onHide | Function | Listening to Mini Program hiding. | On switching Mini Program from foreground to background. || onError | Function | Listening to Mini Program error. | On js error of the Mini Program. || onUnhandledRejection | Function | Listen for the *unhandledrejection* event. | Triggered when a JavaScript Promise that has no rejection handler is rejected. |

Foreground/background definition:

- When the user leaves mobile app with the close button at upper-right corner or the device Home button, the Mini Program is not directly destroyed but switched to the background.
 - When mobile app is started or the Mini Program is opened again, it is switched to the foreground from the background.
 - Only when the Mini Program stays in background for a certain time or occupies too many system resources, it is destroyed.

onLaunch/onShow Options Parameter Description

||||| --- | --- | --- || **Property** | **Type** | **Description** || query | Object | Current Mini Program query, parsed from the query field in the startup parameter. || path | String | Current Mini Program page address, parsed from the page field in the startup parameter, home page by default when page is ignored. || referrerInfo | Object | Source information. ||

- This parameter can be obtained from the `onLaunch` method upon the first-time Mini Program startup
- The parameter can also be obtained from the `onShow` method when the Mini Program in background is reopened with schema.

copy

```
App({
  onLaunch(options) {
    // first opening
    console.log(options.query);
    // {number:1}
  },
  onShow(options) {
    // reopening with schema from background
    console.log(options.query);
    // {number:1}
  },
})
```

referrerInfo attribute description

Property	Type	Description	Compatibility
<code>appId</code>	<code>string</code>	Source Mini Program.	<code>1.11.0</code>
<code>sourceServiceId</code>	<code>String</code>	Source plug-in, visible in the plug-in running mode.	
<code>extraData</code>	<code>Object</code>	Data transferred from the source Mini Program.	

Notes:

- Do not operate page stack like `redirectTo/navigateTo` on the `onShow`.
- The basic library version used in `AppContainer` currently is `1.14.2`.

onHide()

The `onHide()` method will be triggered when Mini Program changes to background from foreground.

Sample code

copy

```
App({
  onHide() {
    // when changes to background
    console.log('app hide');
  },
});
```

onError()

The `onError()` method will be triggered when script error happens.

Sample code

copy

```
App({  
  onError(error) {  
    // the Mini Program script error happens  
    console.log(error);  
  },  
});
```

onUnhandledRejection()

The `onUnhandledRejection()` method will be triggered when a JavaScript Promise that has no rejection handler is rejected.

Sample code

copy

```
App({  
  onUnhandledRejection(res) {  
    // A JavaScript Promise that has no rejection handler is rejected.  
    console.log(res.reason, res.promise);  
    //res.reason describes the rejection reason and res.promise  
describes the rejected Promise.  
  },  
});
```

Global Data

Global data can be configured in `App()`. Other pages can get and modify the global data directly.

Sample code

copy

```
// app.js  
App({  
  globalData: 1  
});
```

FAQ

Q: Can Mini Program be closed in app.js?

A: No, Mini Program can only be closed by clicking close button in the top right corner.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_app_register-mini-program

Register Mini Program {#register-mini-program}

Last updated: 2021-05-09

Path: miniprogram_gcash

Register Mini Program

2021-05-09 18:43

App(Object)

`App()` is used to register the Mini Program, accepts an object as the parameter to configure the lifecycle of Mini Program. `App()` should be called in `app.js` and only be called once.

Object Parameter Description

||||| --- | --- | --- || **Property** | **Type** | **Description** | **Trigger** || onLaunch | Function | Listening to Mini Program initialization. | On completion of Mini Program initialization, invoked only once. || onShow | Function | Listening to Mini Program showing. | On startup of Mini Program or switching to foreground from background. || onHide | Function | Listening to Mini Program hiding. | On switching Mini Program from foreground to background. || onError | Function | Listening to Mini Program error. | On js error of the Mini Program. || onUnhandledRejection | Function | Listen for the *unhandledrejection* event. | Triggered when a JavaScript Promise that has no rejection handler is rejected. |

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onLaunch/onShow Options Parameter Description

||||| --- | --- | --- || **Property** | **Type** | **Description** || query | Object | Current Mini Program query, parsed from the query field in the startup parameter. || path | String | Current Mini Program page address, parsed from the page field in the startup parameter, home page by default when page is ignored. || referrerInfo | Object | Source information. ||

- This parameter can be obtained from the onLaunch method upon the first-time Mini Program startup
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copy

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App({
  onLaunch(options) {
    // first opening
    console.log(options.query);
    // {number:1}
  },
  onShow(options) {
    // reopening with schema from background
    console.log(options.query);
    // {number:1}
  },
})
```

referrerInfo attribute description

||||| --- | --- | --- | --- || **Property** | **Type** | **Description** | **Compatibility** || appId | string | Source Mini Program. || sourceServiceId | String | Source plug-in, visible in the plug-in running mode. | 1.11.0 || extraData | Object | Data transferred from the source Mini Program. ||

Notes:

- Do not operate page stack like redirectTo/navigateTo on the onShow.
- The basic library version used in AppContainer currently is 1.14.2.

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The onHide() method will be triggered when Mini Program changes to background from foreground.

Sample code

copy

```
App({
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    // when changes to background
    console.log('app hide');
```

```
  },
});
```

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The `onError()` method will be triggered when script error happens.

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copy

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copy

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    //res.reason describes the rejection reason and res.promise
describes the rejected Promise.
  },
});
```

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Sample code

copy

```
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App({
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});
```

FAQ

Q: Can Mini Program be closed in app.js?

A: No, Mini Program can only be closed by clicking close button in the top right corner.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_app_register-mini-program

Release Custom Component {#release-custom-component}

Path: miniprogram_gcash

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_custom-component_release-custom-component

Release Custom Component {#release-custom-component}

Last updated: 2022-07-03

Path: miniprogram_gcash

Release Custom Component

2022-07-03 18:44

Mini program natively supports the introduction of third-party npm module, so the customized component also supports publishing to npm for developers to reuse and share.

Customized Component Directory Recommended for Publishing

The following directory structure is for reference only.

File Structure

copy

```
|__ src // used for individually customized component
|   |__ index.js
```

```

    └── index.json
    └── index.axml
    └── index.acss
    └── demo //used for demo of customized component
        ├── index.js
        ├── index.json
        ├── index.axml
        └── index.acss
    └── app.js // used for demo of customized component Mini Program
    └── app.json
    └── app.acss

```

JSON Sample

copy

```
// package.json
{
  "name": "your-custom-component",
  "version": "1.0.0",
  "description": "your-custom-component",
  "repository": {
    "type": "git",
    "url": "your-custom-component-repository-url"
  },
  "files": [
    "es"\n  ],
  "keywords": [
    "custom-component",\
    "mini-program"\n  ],
  "devDependencies": {
    "rc-tools": "6.x"
  },
  "scripts": {
    "build": "rc-tools run compile && node scripts/cp.js && node scripts/rm.js",
    "pub": "git push origin && npm run build && npm publish"
  }
}
```

js File Sample

copy

```
// scripts/cp.js
const fs = require('fs-extra');
const path = require('path');
// copy file
fs.copySync(path.join(__dirname, '../src'), path.join(__dirname,
```

```
'..../es'), {
  filter(src, des){
    return !src.endsWith('.js');
  }
});

copy

// scripts/rm.js
const fs = require('fs-extra');
const path = require('path');
// remove unnecessary file
const dirs = fs.readdirSync(path.join(__dirname, '../es'));
dirs.forEach(item) => {
  if (item.includes('app.') || item.includes('DS_Store') ||
  item.includes('demo')) {
    fs.removeSync(path.join(__dirname, '../es/', item));
  } else {
    const moduleDirs = fs.readdirSync(path.join(__dirname, '../es/',
    item));
    moduleDirs.forEach(item2) => {
      if (item2.includes('demo')) {
        fs.removeSync(path.join(__dirname, '../es/', item, item2));
      }
    });
  }
});
fs.removeSync(path.join(__dirname, '../lib/'));
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_custom-component_release-custom-component

Release Mini Program {#release-mini-program}

Last updated: 2022-07-03

Path: miniprogram_gcash

Release Mini Program

2022-07-03 18:44

Till now, the Mini Program being developed can be run inside the IDE Simulator. Only after the release, the Mini Program will be available on the AppContainer-integrated mobile app.

Create Mini Program

Before the release, the Mini Program should be created in the Mini Program Development Platform. If you are a Mini Program admin, you can create a new Mini Program on the platform. If you are a normal developer, you need to ask the Mini Program admin to add you to the group of the newly created Mini Program.

Mini Program admin can create a new Mini Program in the Mini Program Development Platform.

Add Member in Mini Program

If you are a normal Mini Program developer, please contact your Mini Program admin to add you into the members of the Mini Program. And if you are a Mini Program admin, please add the developers in the specific Mini Program.

Log into IDE

Make sure the IDE is in the login page. Click the login button at the upper-right corner to show the login dialog and fill in your account to log in.

Preview

The preview function allows the developer to preview the Mini Program in an actual device.

The preview function requires login via QR code and selection of associated application.

Upload

When the Mini Program is ready to upload, click the upper-right corner to upload them. After confirmation, the codes are uploaded to the Mini Program platform. Now a development version Mini Program is generated in the platform. If you click upload several times, a new version Mini Program will be generated. Note that the newer version does not overwrite the older one.

Submit for Reviewing

Only Mini Program admin can submit for the reviewing, the admin can log into the platform, find the version that developer has uploaded, and click the apply button to apply for review. And then wait for the reviewing result of the Mini Program.

Release Mini Program

When the review process of the Mini Program is complete, Mini Program admin would be able to select either perform a staged release or a full release to push the Mini Program to production.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/quick-start_release-mini-program

Release Mini Program {#release-mini-program}

Last updated: 2021-05-09

Path: miniprogram_gcash

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2021-05-09 18:43

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Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/quick-start_release-mini-program

Release mini programs {#release-mini-programs}

Last updated: 2022-11-13

Path: miniprogram_gcash

Release mini programs

2022-11-13 15:01

This topic describes the steps of the task to publish a mini program. When the mini program is ready to be released, developer admins can apply for publishing the mini program.

Procedures

To release a version, you can follow the corresponding steps as below:

Step 1: Version created

After uploading a version from Mini Program Studio (IDE) to the workspace, click **Mini Program** on the left menu panel and go to the **Versions** page of a mini program. You can release the version to different apps:

- **The current app** is the app where you create the mini program. The current app is added to the **App Manage** automatically after creating a workspace.
- **Target apps** are added by the wallet in the **App Manage**.

The current app

You can release the mini program to the current app in two ways:

- Choose App
- Release

Choose App

To release the mini program to different environments of the current app or other target apps configured by the wallet, Click **Choose App**.

Select the current app and choose an environment. Then click **Select** to trigger the release process.

| **Note:** You cannot release a mini program to the same environment repeatedly.

Release

To directly release the mini program to the production environment, click **Release** to trigger the release process.

Target apps

To release the version to target apps, click **Choose App** to continue.

Select a target app you want and an environment. Then click **Select** to trigger the release process.

| **Note:** You cannot release a mini program to the same environment repeatedly.

Whether to release the version to the current app or target apps, the release process continues with package building automatically. You can check and modify the configurations at this step by clicking **View Configuration**.

Then you can click **Apply to Release** to check the basic information, server domain whitelist, and H5 domain whitelist. Currently, only the basic information is supported to modify in the release process. After confirming the basic information, click **Apply**.

Step 2: Under review

The release request of the version is sent to the wallet for approval.

Step 3: Pilot testing

After the request is approved, you can set the tester whitelist to conduct the pilot testing.

Click **Set Test Whitelist** to add tester emails and then click **Add**.

During the pilot testing, you can choose to add or delete testers to update the tester whitelist.

After the pilot testing is finished, click **Finish Pilot Testing** and then click **Complete** to enter the grayscale release.

Step 4: Grayscale release (Optional)

Click **Confirm** to trigger the grayscale release.

The grayscale ratio range is from 1%-100%. You can choose to conduct the grayscale by selecting any of ratios within the range. For example, if you want to release the mini program at 1% grayscale, select 1% and click **Confirm** to trigger the process. You can find problems and make adjustments at the initial grayscale.

If everything goes well, you can gradually increase the ratio to 100% to fully release the version. Then the whole release process comes to the end.

Step 5: Final release

If the version is ready to run online after the pilot testing, click **Final Release** to fully release the version directly. And the whole release process comes to the end at this step.

Now you have completed releasing a mini program version.

Next steps

[Generate QR codes](#)

[Remove mini programs](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/release

Remote Debugging {#remote-debugging}

Last updated: 2021-05-09

Path: miniprogram_gcash

Remote Debugging

2021-05-09 18:43

For ease of real machine debugging, the Mini Program Studio provides the remote real machine debugging function. With the remote real machine debugging, you can:

- Perform breakpoint debugging of remote Mini Program in IDE
- View the AXML structure and style of remote interface in IDE
- View cellphone's network, storage and other information in IDE
- View Mini Program running log on cellphone in IDE

Click Debug in the top-right toolbar and confirm to push and generate debugging QR code:

After scanning with the app, the simulator shows the connection information. Meanwhile the cellphone shows the remote debugging mode has been connected. Now you can open the DevTool window to debug.

For example, you can normally inspect axml elements.

And you can perform break point debugging. Just select the Sources tab of the devtool, and then choose the specific js file. You can simple click the line number to add break point or right click the line number to show the break point prompt and then add a conditional break point. If the break point hits, the break pint line will become blue and there will be a hint in the phone showing break point hits.

Attention in the remote debugging: make sure to disconnect remote debugging after modifying code each time, and then push again, repeat the steps to scan to connect and perform remote debugging.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/miniprogram-studio_debugging_remote-debugging

Remote Debugging {#remote-debugging}

Last updated: 2022-07-03

Path: miniprogram_gcash

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2022-07-03 18:44

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Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/mini-program-studio_debugging_remote-debugging

Remove mini programs {#remove-mini-programs}

Last updated: 2022-07-07

Path: miniprogram_gcash

Remove mini programs

2022-07-07 17:08

Overview

This topic provides steps for merchants to remove mini programs. To remove a mini program means that the mini program will be offline but still reserve its services in the workspace. If you want to stop running a mini program online, you can remove it.

Procedures

To remove a mini program, you can follow the corresponding steps as below:

Step 1: Navigate to mini program list

Click **Mini Program** on the menu panel to the left and choose the mini program from the list.

Step 2: Remove a mini program

Choose the mini program you want to remove and confirm its details. Then click **Apply for Removal**.

Click **Remove** to send the removal request to the wallet for review.

You can check the approval status by clicking **View Removal Application** under the **Versions** tab.

Once the request is approved, you can click **Remove Mini Program** to remove it.

You can then go to the mini program list page to check that the mini program is marked as **Archived**.

Now you have completed removing a mini program.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/remove

SearchBar {#searchbar}

Last updated: 2022-07-03

Path: miniprogram_gcash

SearchBar

2022-07-03 18:44

The search function allows text query for the users. On basis of the current page contents, the user can perform exact search or fuzzy search to filter and locate contents and increase productivity in queries. When the search bar is activated, the cancel button appears. Note: For the purpose of UI presentation only. No service logic function is available.

Sample Code

copy

```
// API-DEMO page/component/search-bar/search-bar.json
{
  "defaultTitle": "Mini Program AntUI component library",
  "usingComponents": {
    "search-bar": "mini-antui/es/search-bar/index"
  }
}
```

copy

```
<!-- API-DEMO page/component/search-bar/search-bar.axml -->
<view>
  <search-bar
    value="{{value}}"
    placeholder="Search "
    onInput="handleInput"
    onClear="handleClear"
    onFocus="handleFocus"
    onBlur="handleBlur"
    onCancel="handleCancel"
    onSubmit="handleSubmit"
    showCancelButton="{{false}}" />
</view>
```

copy

```
// API-DEMO page/component/search-bar/search-bar.js
Page({
  data: {
    value: 'Food',
  },
  handleInput(value) {
    this.setData({
      value,
    });
  },
  handleClear(value) {
    this.setData({
      value: '',
    });
  },
});
```

```

        handleFocus() {},
        handleBlur() {},
        handleCancel() {
            this.setData({
                value: '',
            });
        },
        handleSubmit(value) {
            my.alert({
                content: value,
            });
        },
    );
}

```

Attributes

	Property	Description	Type	Default	Required
value	Current value in search box.	String - No	placeholder	Placeholder. String - No	focus Get cursor automatically.

Boolean | false | No | onInput | Trigger on keyboard input. | (value: String) => void | - | No | onClear | Trigger on clicking clear icon. | (val: String) => void | - | No | onFocus | Trigger on getting focus. | () => void | - | No | onBlur | Trigger on losing focus. | () => void | - | No | onCancel | Trigger on clicking cancel. | () => void | - | No | onSubmit | Trigger on clicking enter on button. | (val: String) => void | - | No | disabled | Set disabled. | Boolean | - | No | maxLength | Maximum number of characters allowed for input Number. | - | No | showCancelButton | Always show cancel button or not. | Boolean | - | No |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_form_searchbar

SelectorQuery Overview {#selectorquery-overview}

Last updated: 2021-05-09

Path: miniprogram_gcash

SelectorQuery Overview

2021-05-09 18:43

The class of selector query object.

Functions

||||---|| --- || **Name** | **Description** || SelectorQuery.boundingClientRect | Put the location of current selected node into the query result. || SelectorQuery.exec | Put the query result into the Callback. || SelectorQuery.scrollOffset | Put the scroll of current selected node into the query result. || SelectorQuery.select | Select the first matched node. || SelectorQuery.selectAll | Select all the matched nodes. || SelectorQuery.selectViewport | The instance of select window. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_selector-query_query_SelectorQuery-overview

SelectorQuery.boundingClientRect {#selectorqueryboundingclientrect}

Last updated: 2021-05-09

Path: miniprogram_gcash

SelectorQuery.boundingClientRect

2021-05-09 18:43

Put the location of the current selected node into the query result. It is similar to the `getBoundingClientRect` of DOM, the returned value includes width, height, left, top, bottom, right. If current node is window object, only width and height will be returned.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_selector-query_query_SelectorQuery-boundingclientrect

SelectorQuery.exec {#selectorqueryexec}

Last updated: 2021-05-09

Path: miniprogram_gcash

SelectorQuery.exec

2021-05-09 18:43

Put the query result into callback function. The query result is an array according to the query sequence, the object in the array is the result of each query. If the selected node is the list of node, the query result of the single query is also an array.

Note: The exec should be invoked after the `onReady` of the page.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_selector-query_query_selectorquery-exec

SelectorQuery.scrollOffset {#selectorqueryscrolloffset}

Last updated: 2021-05-09

Path: miniprogram_gcash

SelectorQuery.scrollOffset

2021-05-09 18:43

Put the scroll information of current selected node into the query result, the returned value includes scrollTop, scrollLeft.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_selector-query_query_selectorquery-scrolloffset

SelectorQuery.select {#selectorqueryselect}

Last updated: 2021-05-09

Path: miniprogram_gcash

SelectorQuery.select

2021-05-09 18:43

Select the first node that matches the selector, the selector can support ID selector and class selector.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_selector-query_query_selectorquery-select

SelectorQuery.selectAll {#selectorqueryselectall}

Last updated: 2021-05-09

Path: miniprogram_gcash

SelectorQuery.selectAll

2021-05-09 18:43

Select all the nodes that match the selector, the selector can support ID selector and class selector.

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Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_selector-query_query_selectorquery-selectall

SelectorQuery.selectViewport {#selectorqueryselectviewport}

Last updated: 2021-05-10

Path: miniprogram_gcash

SelectorQuery.selectViewport

2021-05-10 03:43

The object of select window.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_selector-query_query_selectorquery-selectviewport

Settings {#settings}

Last updated: 2022-07-03

Path: miniprogram_gcash

Settings

2022-07-03 18:44

Click the settings icon in the bottom-left corner to enter the settings interface. The settings mainly contains following ways:

- Global settings or workspace settings about the editor and other coding related settings.

- Shortcuts settings.
- Appearance settings such as theme of color and icon.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/mini-program-studio_settings

Settings {#settings}

Last updated: 2022-07-07

Path: miniprogram_gcash

Settings

2022-07-07 17:08

The **Settings** functionality enables workspace admins to customize the platform according to different business requirements. Other member roles can only set the two-factor authentication with this functionality.

Features

As a workspace admin, you can change the following settings:

- **Logo & Favicon**

Change the logo displayed on your customized Mini Program platform and console, and the favicon displayed on the web browser tab.

- **Service Mail Preference**

Set your noreply email, which enables you to send outgoing emails that do not accept replies. This prevents your email inbox from being overloaded with replies.

- **Domain Preference**

Customize your domain name.

- **Whitelist for Mini Program Testers (Optional)**

Workspace admins enable gray-box testing for designated testers, then developers can add tester accounts to the whitelist under **Mini Program > Configuration > Whitelist for Mini Program Testers**.

Notes:

- The maximum number of the tester accounts is 100.
- To use this feature, the Griver and WallerAPI version in the App Container must meet the following requirements:
 - Griver 2.16.0 or higher
 - WalletAPI 0.4.4 or higher
- **Two-Factor Authentication**

You can set up the 2FA to add an extra layer of security for your Mini Program platform account. For more information, see [Set Two-Factor Authentication](#) on how to enable this feature.

- **URL of About Us**

Customize a link for your **About Us** page. By the clickable text on your portal homepage, you can link the Mini Program platform with one of your websites.

- **Term of Service Agreement**

You can upload the agreement. By the clickable text on your portal homepage, your users can preview or download the agreement file.

- **Copyright Notice**

You can enter the texts in the format of a symbol, a year and an owner to define your copyright notice, which is displayed on the portal homepage.

More information

[Overview](#)

[Member Role](#)

[Workflow Procedures](#)

[Manage Mini Program](#)

[Manage Workspace](#)

[Authorization](#)

[Approvals](#)

[Manage Apps](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/setting

Simulator {#simulator}

Last updated: 2022-07-03

Path: miniprogram_gcash

Simulator

2022-07-03 18:44

After the Mini Program project builds, it will run in the simulator automatically. You can click and slide in the screen to simulate the click and slide motion in real device.

By default, each time saving the changes of the code, the simulator will refresh automatically to achieve real-time update. If you want to disable the feature, cancel the auto refresh selection in the bottom of the simulator.

The top of the simulator window mainly contains following functions:

- Device switch: choose different size devices including iOS and Android. You can also create a custom device.
- Scale control: control the scale of the Mini Program.
- Refresh: compile the project and refresh the simulator.
- Tools: tools for simulation data such as you can mock the location.
- Simulation log: check the compile logs.
- Standalone window: set the simulator to a standalone window.

The bottom of the simulator window mainly contains following functions:

- Page path: show current page path. Click the path, the relative .js file will be opened automatically.
- Page params: show the parameters of current page.
- Auto refresh: checkbox for auto refresh of simulator.

Device Switch

The developer can select different devices or add custom device to debug the adaptation problem of Mini Program on the models of different sizes.

Scale Control

The developer can scale the display of the simulator via preset percentages.

Simulation Tools

The simulation tools is a useful function for developers. Click the tools menu, you can display or hide the tools panel.

Home

Click the Home button, the Mini Program will go to background, which can be used to test `onShow` and `onHide` function in `app.js` or `page.js`.

Location

Click the Location button, you can mock the location of simulator. Then `my.getLocation` will return the mocked data.

Note:

Float data is required when inputting the longitude and latitude.

Scan

Mock the `my.scan` API, you can input the scan result, then in Mini Program, `my.scan` will get the mocked data.

Shake

Simulate the shake of the device, used to test `my.watchShake` API.

Corp

Simulate the capture screen event of users, used to test `my.onUserCaptureScreen` API.

MemWarn

Simulate the memory warning event of app, used to test `my.onMemoryWarning` API.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/mini-program-studio_interface_simulator-interface

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Last updated: 2021-05-09

Path: miniprogram_gcash

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2021-05-09 18:43

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Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/miniprogram-studio_interface_simulator-interface

Stepper {#stepper}

Last updated: 2022-07-03

Path: miniprogram_gcash

Stepper

2022-07-03 18:44

Increase or decrease the current value.

Note:

- No prompt for input of maximum. If it exceeds the maximum, the system automatically displays the value as the maximum.
- Input of decimal is not supported. It is possible to use + and - to change value.

Sample Code

copy

```
// API-DEMO page/component/stepper/stepper.json
{
  "defaultTitle": "Stepper",
  "usingComponents": {
    "stepper": "mini-antui/es/stepper/index",
    "list": "mini-antui/es/list/index",
    "list-item": "mini-antui/es/list/list-item/index"
  }
}
```

copy

```
<!-- API-DEMO page/component/stepper/stepper.axml -->
<list>
  <list-item disabled="{{true}}">
    Show number value
    <view slot="extra">
      <stepper onChange="callBackFn" step="{{1}}" showNumber
readOnly="{{false}}" value="{{value}}" min="{{2}}" max="{{12}}"/>
    </view>
  </list-item>
  <list-item disabled="{{true}}">
    Do not show number value
    <view slot="extra">
      <stepper onChange="callBackFn" step="{{1}}" readOnly=
{{false}} value="{{value}}" min="{{2}}" max="{{12}}"/>
    </view>
  </list-item>
  <list-item disabled="{{true}}">
    Disabled
    <view slot="extra">
      <stepper onChange="callBackFn" showNumber value="{{11}}"
min="{{2}}" max="{{12}}" disabled />
    </view>
  </list-item>
  <list-item disabled="{{true}}">
    readOnly
    <view slot="extra">
      <stepper onChange="callBackFn" showNumber value="{{11}}"
min="{{2}}" max="{{12}}" readOnly />
    </view>
  </list-item>
```

```

        </view>
    </list-item>
    <list-item>
        <button onTap="modifyValue">Modify stepper initial
value</button>
    </list-item>
</list>

```

copy

```
// API-DEMO page/component/stepper/stepper.js
Page({
  data: {
    value: 8,
  },
  callBackFn(value){
    console.log(value);
  },
  modifyValue() {
    this.setData({
      value: this.data.value + 1,
    });
  }
});
```

Attributes

		Property	Description	Type	Default	Required
min						
Minimum.	Number	0 Yes	Maximum.	Number 10000 Yes	value Initial	
onChange						
Change callback function.	(value: Number) => void - No					
Disabled.	Boolean false No					
readOnly						
Input read-only.	Boolean false No					
showNumber						
Show number or not, not shown by default.	Boolean false No					

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_others_stepper

Steps {#steps}

Last updated: 2022-07-03

Path: miniprogram_gcash

Steps

2022-07-03 18:44

Show the progress bar as per the steps.

	Property	Description	Type	Default	Required
className	Outermost layer overlapping style.	String	No	activeIndex	Current active step.

Number | 1 | Yes | failIndex | Current failed step (effective only in vertical mode). | Number | 0 | No | direction | Displaying direction, options including

vertical and horizontal. | String | horizontal | No | size | Uniform icon size, in px. |

Number | 0 | No | items | Step details. | Array[{title, description, icon, activeIcon, size}]

| [] | Yes |

Items attribute detailed description

	Property	Description	Type	Required	items.title	Title of step details. String Yes
items.description	Description of step details.	String	Yes	items.icon	Icon for unreached step (effective only in vertical mode). String Yes	
items.activeIcon	Icon for reached step (effective only in vertical mode) String Yes	items.size	Size of icon for reached step, in px. (effective only in vertical mode)	Number Yes		

Example

copy

```
{
  "usingComponents": {
    "steps": "mini-antui/es/steps/index"
  }
}
```

copy

```
<steps
  activeIndex="{{activeIndex}}"
  items="{{items}}"
/>
```

copy

```
Page({
  data: {
    activeIndex: 1,
    items: [{}\
      title: 'Step one',\
      description: 'This is step one',\
    ], {\
      title: 'Step two',\
      description: 'This is step two',\
    }, {\
      title: 'Step three',\
      description: 'This is step three',\
    }]
  }
})
```

```
    }  
});
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_layout-navigation_steps

Suggestions on Performance Optimization {#suggestions-on-performance-optimization}

Last updated: 2021-05-09

Path: miniprogram_gcash

Suggestions on Performance Optimization

2021-05-09 18:43

Operating Principle

Different from the traditional H5 applications, Mini Program operation architecture is divided into two parts -- webview and worker. The webview is for rendering, and the worker is for data storage and service logic execution.

1. Communication between webview and worker is asynchronous. This means the data is not rendered immediately when setData is called, and asynchronous transmission from worker to webview occurs.
2. During the transmission, the data is serialized as a string, and transferred by means of evaluateJavascript. The data size affects the performance.

Optimizing First Screen

The first screen may be defined differently. Here it means the first meaningful render of the service. For example: with regard to a list page, the first screen means the contents rendered for the first time in the list.

Controlling Size of Mini Program Resource Package

When the user accesses Mini Program for the first time, mobile App client downloads Mini Program resource package from CDN, so the size of the resource package affects the Mini Program startup performance.

Optimization suggestions

- Delete the useless image resources, because all image resources are packaged by default.
- Control the size of images and avoid using large picture. It is recommended to upload large pictures via CDN channels.
- Clear useless codes in time

Advance Data Request to onLoad

- Upon operation, Mini Program triggers the onLoad lifecycle function of the page, and then transfers the initial page data from worker to webview for the initial render.
- When the initial page render is completed, a notification is sent from webview to worker and triggers the onReady lifecycle function.

Some Mini Programs send requests in onReady which causes delay of first screen render.

Optimization suggestion

Advance data request to onLoad

Control the Number of Nodes to Be Rendered at Once in the First Screen

After the service request is returned, it generally calls the setData to trigger page re-render. The execution process is as below:

1. Data is sent from worker to webview
2. webview constructs virtual DOM as per the data transferred, makes difference comparison with the previous data (starting from the root node), and starts render.

Due to the data serialization in communication from worker to webview, and then the execution of evaluateJavascript in the webview, the first screen render performance is affected if the data transmitted once is too large.

in addition, if the construction nodes are too many or the nested hierarchy is too deep on webview, say, more than 100 list items to be rendered once in the list page of some Mini Program and each list item containing nested contents, but less than 10 items to be displayed on the whole screen, the different comparison takes long time, a large number of DOMs are constructed once in the first screen, and the first screen render performance is compromised.

Optimization suggestions

- setData data quantity should not be too large; do not transfer too long list once.
- Do not construct too many nodes on the first screen. The service end may request a large quantity of data once. Do not run setData all at once. It is possible to setData partial data and wait for a while (say, 400ms, depending on the specific service) and then call \$spliceData to transfer the remaining data.

Optimize setData Logic

Any page change triggers setData. At the same time, multiple setData may trigger the page re-render. The following four interfaces trigger webview page re-render.

- **Page.prototype.setData:** Triggers the difference comparison of the whole page
- **Page.prototype.\$spliceData:** Optimizes long list and avoid transferring whole list all at once and triggering the difference comparison of the whole page
- **Component.prototype.setData:** Starts the difference comparison from the corresponding component node
- **Component.prototype.\$spliceData:** Optimizes long list and avoid transferring whole list all at once. Only makes difference comparison from the corresponding component node.

Optimization suggestions

- Avoid triggering setData or \$spliceData frequently, no matter on the page level or component level. In our analyzed cases, some pages contain countdown logic but the countdown is triggered too frequently (in microseconds).
- When it is required to trigger re-render frequently, avoid using page-level setData or \$spliceData. This block can be encapsulated into a custom component, and then the component-level setData and \$spliceData can be used to trigger component re-render.
- For render of long data list, use \$spliceData to append data in several times instead of transfer of the whole list.
- For complicated page, it is recommended to encapsulate it into custom component to minimize the page-level setData.

Optimization case

Suggest specifying path to set data:

copy

```
this.setData({
  'array[0]': 1,
  'obj.x':2,
});
```

Not suggesting the following method (although this.data is copied, the attribute is changed directly):

copy

```
const array = this.data.array.concat();
array[0] = 1;
const obj={...this.data.obj};
obj.x=2;
this.setData({array,obj});
```

Even not suggesting direct change of this.data (violating the immutable data principle):

copy

```
this.data.array[0]=1;
this.data.obj.x=2;
this.setData(this.data)
```

Using \$spliceData for long list

copy

```
this.$spliceData({ 'a.b': [1, 0, 5, 6] })
```

Note:

Sometimes when service logic are encapsulated in component, it is only required to call setData within the component when the component UI needs re-render. In other occasions, however, it is required to trigger component re-render from the page. For example, the onPageScroll event is monitored on page, and it is required to notify the corresponding component to render again when the event is triggered. Now the measure is as below:

copy

```
// /pages/index/index.js
Page({
  onPageScroll(e) {
    if (this.xxcomponent) {
      this.xxcomponent.setData({
        scrollTop: e.scrollTop
      })
    }
  }
})
// /components/index/index.js
Component({
  didMount(){
    this.$page.xxcomponent = this;
  }
})
```

It is possible to mount the component to the corresponding page in the didMount, so that the call of component-level setData in the page triggers re-render of the component only.

Use Key Parameter

The “key” can be used in “for” to increase performance. Note that the “key” cannot be set on blocks.

Sample codes:

copy

```
<view a:for="{{array}}" key="{{item.id}}"></view>
<block a:for="{{array}}><view key="{{item.id}}"></view></block>
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_suggestions-on-performance-optimization

Suggestions on Performance Optimization {#suggestions-on-performance-optimization}

Last updated: 2022-07-03

Path: miniprogram_gcash

Suggestions on Performance Optimization

2022-07-03 18:44

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copy

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  onPageScroll(e) {
    if (this.xxcomponent) {
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        scrollTop: e.scrollTop
      })
    }
  }
})
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Component({
  didMount(){
    this.$page.xxcomponent = this;
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Sample codes:

copy

```
<view a:for="{{array}}" key="{{item.id}}"></view>
<block a:for="{{array}}><view key="{{item.id}}></view></block>
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_suggestions-on-performance-optimization

SwipeAction {#swipeaction}

Last updated: 2022-07-03

Path: miniprogram_gcash

SwipeAction

2022-07-03 18:44

Sliding cell

Sample Code

copy

```
// API-DEMO page/component/swiper-action/swiper-action.json
{
    "defaultTitle": "SwipeAction",
    "usingComponents": {
        "list": "mini-antui/es/list/index",
        "list-item": "mini-antui/es/list/list-item/index",
        "swipe-action": "mini-antui/es/swipe-action/index"
    }
}
```

copy

```
<!-- API-DEMO page/component/swiper-action/swiper-action.axml -->
<view>
    <list>
        <view a:for="{{list}}" key="{{item.content}}>
            <swipe-action
                index="{{index}}"
                restore="{{swipeIndex === null || swipeIndex !== index}}"
                right="{{item.right}}"
                onRightItemClick="onRightItemClick"
                onSwipeStart="onSwipeStart"
                extra="item{{index}}"
            >
        </view>
    </list>
</view>
```

```

<list-item
    arrow="horizontal"
    index="{{index}}"
    key="items-{{index}}"
    onClick="onItemClick"
    last="{{index === list.length - 1}}"
>
    {{item.content}}
</list-item>
</swipe-action>
</view>
</list>
</view>

```

copy

```

// API-DEMO page/component/swiper-action/swiper-action.js
Page({
  data: {
    swipeIndex: null,
    list: [\n      { right: [{ type: 'edit', text: ' Unfavorite ', bgColor: '#ccc', fColor: '#f00' }, { type: 'delete', text: ' Delete ', bgColor: '#0ff', fColor: '#333' }], content: ' Text & background color change at the same time Execute swipe deletion recovery ' },\n      { right: [{ type: 'delete', text: ' Delete ' }], content: 'AAA' },\n      { right: [{ type: 'edit', text: ' Unfavorite ' }, { type: 'delete', text: ' Delete ' }], content: 'BBB' },\n      { right: [{ type: 'delete', text: ' Delete ' }], content: 'CCC' },\n    ],
  },
  onRightItemClick(e) {
    const { type } = e.detail;
    my.confirm({
      title: 'Tips',
      content:
` ${e.index}-${e.extra}-${JSON.stringify(e.detail)} `,
      confirmButtonText: 'Confirm',
      cancelButtonText: 'Cancel',
      success: (result) => {
        const { list } = this.data;
        if (result.confirm) {
          if (type === 'delete') {
            list.splice(this.data.swipeIndex, 1);
            this.setData({
              list: [...list],
            });
          }
        }
        my.showToast({

```

```

        content: 'Confirm => Execute swipe deletion recovery
        ',
        });
        e.done();
    } else {
        my.showToast({
            content: 'Cancel => Swipe deletion status remains
unchanged ',
        });
    }
},
),
},
),
onItemClick(e) {
    my.alert({
        content: `dada${e.index}`,
    });
},
onSwipeStart(e) {
    this.setData({
        swipeIndex: e.index,
    });
},
);

```

Attributes

||||| --- | --- | --- | --- || **Property** | **Description** | **Type** | **Default** || className |
Customized class. | String | - || right | Sliding option, at most two options. |
Array[Object{type: edit/delete, text: string, fColor: 'Color value', bgColor: 'Color value'}] | [] || onRightItemClick | Click sliding option. | ({index, detail, extra, done}) => void |
Call done to fold swipeAction || restore | Restore the component to its initial status.
When there are multiple swipeAction components, to slide one of them, it is required to
set the restore attribute of the others as true, which prevents multiple swipeAction
becomes active on the same page. | Boolean | false || onSwipeStart | Start sliding
callback. | (e: Object) => void | - || extra | Extra information, to get in the
onRightItemClick callback. | any | - |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_gesture_swipeaction

TabBar FAQ {#tabbar-faq}

Last updated: 2021-05-09

Path: miniprogram_gcash

TabBar FAQ

2021-05-09 18:43

Supported Function FAQ

Q: Does the page of tab bar support redirecting with parameters?

A: Yes, the page of tab bar support jumping with parameters.

Q: Does the location of tab bar support to be set to the top?

A: The location of tab bar does not support custom settings now.

Q: How to monitor tab bar tapping event?

A: You can monitor tab bar tapping event by using `onTabItemTap` in Mini Program.

Q: Does the icon of tab bar support SVG format?

A: SVG format is not supported, only PNG/JPEG/JPG/GIF format are supported.

Q: How to set the style of tab bar?

A: You can set the style of tab bar in the JSON, which is shown as follows. And you can also call `my.setTabBarStyle` to set.

copy

```
"tabBar": {  
    "textColor": "#404040",  
    "selectedColor": "#108ee9",  
    "backgroundColor": "#F5F5F9"  
}
```

Exception Requests FAQ

Q: What to do if "Cannot read property getCurrentPages of undefined" is reported when switching the tab bar?

A: Error path. Please check the path of tab bar.

Q: Why tab bar is not displayed after the page is redirected?

A: If the user enter the page by `my.navigateTo` or `my.redirectTo`, the bottom tab bar is not displayed. The first page of tab bar must be the homepage.

Q: How to obtain the upper page path after entering the page of tab bar?

A: Save the current page path globally when entering the tab bar page, and you can get the upper page path by using the global address when switching tab bar pages.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_tabbar_tabbarfaq

TabBar FAQ {#tabbar-faq}

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Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_UI_TabBar_TabbarFAQ

Tabs {#tabs}

Last updated: 2022-07-03

Path: miniprogram_gcash

Tabs

2022-07-03 18:44

Tabs allow the user to switch between different views.

Tabs

	Property	Type	Default	Required	Description
className	String	No	Customized class.		Customized class for activating tabBar.
tabs	Array	Yes	tab data, including the tab title.	Badge text badgeText takes effect when the badgeType is text.	The badge type badgeType includes dot and text, and is not displayed if the badgeType is not set.
activeCIs	String			activeTab	Number
showPlus	Boolean	false			Index of the currently active tab.
onPlusClick	() => {}	No		Callback	when the “+” icon or not.
onTabClick	(index: Number) => void	No		Callback	when the tab is clicked.
onChange	(index: Number) => void	No		Triggered	when tab changes.
swipeable	Boolean	true	No	If it is possible to switch contents by swiping.	Duration
duration	Number	500(ms)	No	Duration of wiping animation in ms,	when the swipeable is true.
tabBarBackgroundColor	String	No		tabBar background color.	
tabBarActiveTextColor	String	No		Active Tab text color of the tabBar.	
tabBarInactiveTextColor	String	No		Inactive Tab text color of the tabBar.	
tabBarUnderlineColor	String	No		tabBar underline color.	tabBarCls
tabBarCls	String	No		tabBar custom style class.	

Tab-content

View content

	Property	Description	Type	index	Unique index of list item.
			String		

Example

copy

```
{
  "defaultTitle": "AntUI Component Library",
  "usingComponents": {
    "tabs": "mini-antui/es/tabs/index",
    "tab-content": "mini-antui/es/tabs/tab-content/index"
  }
}
```

copy

```
<view>
  <tabs
    tabs="{{tabs}}"
    showPlus="{{true}}"
    onTabClick="handleTabClick"
    onChange="handleTabChange"
    onPlusClick="handlePlusClick"
```

```
    activeTab="{{activeTab}}"  
>  
    <block a:for="{{tabs}}>  
      <tab-content key="{{index}}>  
        <view class="tab-content">content of {{item.title}}</view>  
      </tab-content>  
    </block>  
  </tabs>  
</view>
```

copy

```
Page({  
  data: {  
    tabs: [\n      {\n        title: 'Option',\n        badgeType: 'text',\n        badgeText: '6',\n      },\n      {\n        title: 'Option two',\n        badgeType: 'dot',\n      },\n      { title: '3 Tab' },\n      { title: '4 Tab' },\n      { title: '5 Tab' },\n    ],\n    activeTab: 2,  
,  
  handleTabClick({ index }) {  
    this.setData({  
      activeTab: index,  
    });  
,  
  handleTabChange({ index }) {  
    this.setData({  
      activeTab: index,  
    });  
,  
  handlePlusClick() {  
    my.alert({  
      content: 'plus clicked',  
    });  
,  
  );  
});
```

copy

```
.tab-content {  
  display: flex;  
  justify-content: center;
```

```
    align-items: center;
    height: 300px;
}
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_layout-navigation_tabs

Tag {#tag}

Last updated: 2022-07-03

Path: miniprogram_gcash

Tag

2022-07-03 18:44

You can use the tag component to highlight the information, such as the warning.

Sample code

See the sample codes in different languages:

.json

copy

```
{
  "defaultTitle": "Tag",
  "usingComponents": {
    "tag": "mini-ali-ui/es/tag/index",
    "list-item": "mini-ali-ui/es/list/list-item/index",
    "am-switch": "mini-ali-ui/es/am-switch/index"
  }
}
```

.axml

copy

```
<view style="padding: 12px;">

  <view style="display: flex; justify-content: space-evenly;">

    <tag size="lg" iconType="{{useIcon ? 'qr' : ''}}" ghost="
```

```
  {{ghost}}" type="primary">tag</tag>

    <tag size="lg" iconType="{{useIcon ? 'qr' : ''}}" ghost="{{ghost}}" type="warning">tag</tag>

    <tag size="lg" iconType="{{useIcon ? 'qr' : ''}}" ghost="{{ghost}}" type="danger">tag</tag>

    <tag size="lg" iconType="{{useIcon ? 'qr' : ''}}" ghost="{{ghost}}" type="success">tag</tag>

</view>

<view style="display: flex; justify-content: space-evenly; margin-top: 20px;">

  <tag size="sm" iconType="{{useIcon ? 'qr' : ''}}" ghost="{{ghost}}" type="primary">tag</tag>

  <tag size="sm" iconType="{{useIcon ? 'qr' : ''}}" ghost="{{ghost}}" type="warning">tag</tag>

  <tag size="sm" iconType="{{useIcon ? 'qr' : ''}}" ghost="{{ghost}}" type="danger">tag</tag>

  <tag size="sm" iconType="{{useIcon ? 'qr' : ''}}" ghost="{{ghost}}" type="success">tag</tag>

</view>

<view style="padding: 20px 10px;">

  <list-item>

    icon

    <am-switch slot="extra" onChange="setInfo" data-name="useIcon" checked="{{useIcon}}"/>

  </list-item>

  <list-item>

    the style of the wireframe

    <am-switch slot="extra" onChange="setInfo" data-name="ghost" checked="{{ghost}}"/>

  </list-item>

</view>
```

```
</view>
```

.js

copy

```
Page({  
  data: {},  
  onLoad() {},  
  setInfo(e) {  
    const { dataset } = e.target;  
    const { name } = dataset;  
    this.setData({  
      [name]: e.detail.value,  
    });  
  },  
});
```

Parameters

||||| --- | --- | --- || **Property** | **Type** | **Description** || className | String | Class name. || type | String | Tag type. Valid values are:

- **primary**
- **success**
- **warning**
- **danger**

The default value is **primary**. || iconType | String | Icon type. The icon is a thumbnail image in the tag. || size | String | Tag size. Valid values are:

- **lg**: large
- **sm**: small

The default value is **lg**. || ghost | Boolean | An indicator of whether the tag has a frame. The default value is **false**. |

slot

||||| --- | --- || **Name** | **Description** || extra | The slot that is used to display texts in the tag. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_prompt-guide_tag

Template {#template}

Last updated: 2022-07-03

Path: miniprogram_gcash

Template

2022-07-03 18:44

The axml provides `template`, where the code snippet can be defined for invoking elsewhere.

It is recommended to use `template` to introduce template snippet because `template` specifies the action scope and uses only the data imported. If the data in the template does not change, the UI of the snippet will not be re-rendered.

Define Template

Use the `name` attribute to declare template name and then define code snippet within `<template/>`.

copy

```
<!--
  index: int
  msg: string
  time: string
-->
<template name="msgItem">
  <view>
    <text> {{index}}: {{msg}} </text>
    <text> Time: {{time}} </text>
  </view>
</template>
```

Use Template

Use the `is` attribute to declare the required template and then introduce the required `data`. For example:

copy

```
<template is="msgItem" data="{{...item}}"/>
```

copy

```
Page({
  data: {
    item: {
      index: 0,
      msg: 'this is a template',
      time: '2019-04-19',
    },
  },
});
```

The `is` attribute allows using the Mustache syntax to decide dynamically which template to render.

copy

```
<template name="odd">
  <view> odd </view>
</template>
<template name="even">
  <view> even </view>
</template>

<block a:for="{{[1, 2, 3, 4, 5]}}">
  <template is="{{item % 2 == 0 ? 'even' : 'odd'}}"/>
</block>
```

Template Action Scope

The template has an action scope and can use the data introduced by "data". Except for the data directly introduced by "data", it is possible to use the `onXX` event to bind page logic for function handling. Below are the sample codes:

copy

```
<!-- templ.axml -->
<template name="msgItem">
  <view>
    <view>
      <text> {{index}}: {{msg}} </text>
      <text> Time: {{time}} </text>
    </view>
    <button onTap="onClickButton">onTap</button>
  </view>
</template>
```

copy

```
<!-- index.axml -->
<import src=".templ.axml"/>
<template is="msgItem" data="{{...item}}"/>

copy

Page({
  data: {
    item: {
      index: 0,
      msg: 'this is a template',
      time: '2019-04-22'
    }
  },
  onClickButton(e) {
    console.log('button clicked', e)
  },
});
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_axml-reference_template

Template {#template}

Last updated: 2021-05-09

Path: miniprogram_gcash

Template

2021-05-09 18:43

The axml provides `template`, where the code snippet can be defined for invoking elsewhere.

It is recommended to use `template` to introduce `template` snippet because `template` specifies the action scope and uses only the `data` imported. If the `data` in the `template` does not change, the UI of the snippet will not be re-rendered.

Define Template

Use the `name` attribute to declare template name and then define code snippet within `<template/>`.

copy

```
<!--
  index: int
  msg: string
  time: string
-->
<template name="msgItem">
  <view>
    <text> {{index}}: {{msg}} </text>
    <text> Time: {{time}} </text>
  </view>
</template>
```

Use Template

Use the **is** attribute to declare the required template and then introduce the required **data**. For example:

copy

```
<template is="msgItem" data="{{...item}}"/>
```

copy

```
Page({
  data: {
    item: {
      index: 0,
      msg: 'this is a template',
      time: '2019-04-19',
    },
  },
});
```

The **is** attribute allows using the Mustache syntax to decide dynamically which template to render.

copy

```
<template name="odd">
  <view> odd </view>
</template>
<template name="even">
  <view> even </view>
</template>

<block a:for="{{[1, 2, 3, 4, 5]}}">
  <template is="{{item % 2 == 0 ? 'even' : 'odd'}}"/>
</block>
```

Template Action Scope

The template has an action scope and can use the data introduced by "data". Except for the data directly introduced by "data", it is possible to use the onXX event to bind page logic for function handling. Below are the sample codes:

copy

```
<!-- templ.axml -->
<template name="msgItem">
    <view>
        <view>
            <text> {{index}}: {{msg}} </text>
            <text> Time: {{time}} </text>
        </view>
        <button onTap="onClickButton">onTap</button>
    </view>
</template>
```

copy

```
<!-- index.axml -->
<import src=".//templ.axml"/>
<template is="msgItem" data="{{...item}}"/>
```

copy

```
Page({
  data: {
    item: {
      index: 0,
      msg: 'this is a template',
      time: '2019-04-22'
    }
  },
  onClickButton(e) {
    console.log('button clicked', e)
  },
});
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_axml-reference_template

Template and Style {#template-and-style}

Last updated: 2022-07-03

Path: miniprogram_gcash

Template and Style

2022-07-03 18:44

Similar to page, custom component has its own axml template and acss style.

axml

The axml is the mandate part of custom component.

Note:

Different from page, user's customized event shall be placed in methods.

Example:

copy

```
<!-- /components/xx/index.axml -->
<view onTap="onMyClick" id="c-{{$id}}"/>
```

copy

```
Component({
  methods: {
    onMyClick(e) {
      console.log(this.is, this.$id);
    },
  },
});
```

slot

By supporting props in component js, the custom component can interact with external caller, accepting the data transferred from the external caller, calling the function transferred from the external caller, and notifying the internal change of the component to the external caller.

However, this is not enough, because the custom component is not flexible enough. In addition to data processing and notification, the Mini Program provides slot, so that the custom component axml structure can be assembled by using the axml transferred from the external caller. The external caller can transfer axml to custom component, which the custom component uses to assemble the final component axml structure.

Default slot

Sample code:

copy

```
<!-- /components/xx/index.axml -->
<view>
  <slot>
    <view>default slot & default value</view>
  </slot>
  <view>other</view>
</view>
```

Caller does not transfer axml

copy

```
<!-- /pages/index/index.axml -->
<xx />
```

Page output:

copy

```
default slot & default value
other
```

Caller transfers axml

copy

```
<!-- /pages/index/index.axml -->
<xx>
  <view>xx</view>
  <view>yy</view>
</xx>
```

Page output:

copy

```
xx
yy
other
```

The “slot” can be interpreted as the slot. The “default slot” is the default slot. If the caller does not transfer axml in the component tag , the default slot is rendered. If the caller transfers axml in the component tag , it is used to replace the default slot and assemble the final axml for render.

Named slot

The default slot can transfer one set of axml. For complicated component, it is required to render different axml at different locations, that is, to transfer multiple axml. Here it needs named slot .

Sample code:

copy

```
<!-- /components/xx/index.axml -->
<view>
  <slot>
    <view>default slot & default value</view>
  </slot>
  <slot name="header"/>
  <view>body</view>
  <slot name="footer"/>
</view>
```

Transfer only named slot

copy

```
<!-- /pages/index/index.axml -->
<xx>
  <view slot="header">header</view>
  <view slot="footer">footer</view>
</xx>
```

Page output

copy

```
default slot & default value
header
body
footer
```

Transfer named slot and default slot

copy

```
<!-- /pages/index/index.axml -->
<xx>
  <view>this is to default slot</view>
  <view slot="header">header</view>
  <view slot="footer">footer</view>
</xx>
```

Page output

copy

```
this is to default slot
header
body
footer
```

The named slot is the slot with a name. In the sub-tag of the custom component tag, the external caller can specify which part of axml to place in which named slot of the custom component. The part without named slot specified in the sub-tag of the custom component tag is placed into the default slot. If it transfers only the named slot, the default slot will not be overwritten.

slot-scope

Through the named slot, the custom component axml uses either the custom component axml, or the external caller (such as page) axml.

By using the custom component axml, it is possible to access the data within the component. Through the props attribute, meanwhile, it is possible to access the data of external caller.

Example:

copy

```
// /components/xx/index.js
Component({
  data: {
    x: 1,
  },
  props: {
    y: '',
  },
});
```

copy

```
<!-- /components/xx/index.axml -->
<view>component data: {{x}}</view>
<view>page data: {{y}}</view>
```

copy

```
// /pages/index/index.js
Page({
  data: { y: 2 },
});
```

copy

```
<!-- /pages/index/index.axml -->
<xx y="{{y}}"/>
```

Page output:

copy

```
component data: 1
page data: 2
```

When the custom component uses external caller (such as page) axml through slot, it can access the data of external caller only.

Sample code:

copy

```
<!-- /components/xx/index.axml -->
<view>
  <slot>
    <view>default slot & default value</view>
  </slot>
  <view>body</view>
</view>
```

copy

```
// /pages/index/index.js
Page({
  data: { y: 2 },
});
```

copy

```
<!-- /pages/index/index.axml -->
<xx>
  <view>page data: {{y}}</view>
</xx>
```

Page output:

copy

page data: 2

The slot scope allows the slot content can access the data within the component.

Sample code:

copy

```
// /components/xx/index.js
Component({
  data: {
    x: 1,
  },
});
```

copy

```
<!-- /components/xx/index.axml -->
<view>
  <slot x="{{x}}">
    <view>default slot & default value</view>
  </slot>
  <view>body</view>
</view>
```

copy

```
// /pages/index/index.js
Page({
  data: { y: 2 },
});

copy

<!-- /pages/index/index.axml -->
<xx>
  <view slot-scope="props">
    <view>component data: {{props.x}}</view>
    <view>page data: {{y}}</view>
  </view>
</xx>
```

Page output:

copy

```
component data: 1
page data: 2
body
```

As shown above, the custom component exposes the internal component data by defining the slot attribute. When the page uses the component, the action scope slot is declared via slot-scope. The attribute value defines the temporary variable name props, thus accessible to the internal data of the component.

acss

Just like the page, the custom component can have its defined own acss style. The acss is automatically introduced into the page that uses the component without manual introduction of the page.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_custom-component_create-custom-component_template-and-style

Template and Style {#template-and-style}

Last updated: 2021-05-09

Path: miniprogram_gcash

Template and Style

2021-05-09 18:43

Similar to page, custom component has its own axml template and acss style.

axml

The axml is the mandate part of custom component.

Note:

Different from page, user's customized event shall be placed in methods.

Example:

copy

```
<!-- /components/xx/index.axml -->
<view onTap="onMyClick" id="c-{{$id}}"/>
```

copy

```
Component({
  methods: {
    onMyClick(e) {
      console.log(this.is, this.$id);
    },
  },
});
```

slot

By supporting props in component js, the custom component can interact with external caller, accepting the data transferred from the external caller, calling the function transferred from the external caller, and notifying the internal change of the component to the external caller.

However, this is not enough, because the custom component is not flexible enough. In addition to data processing and notification, the Mini Program provides slot, so that the custom component axml structure can be assembled by using the axml transferred from the external caller. The external caller can transfer axml to custom component, which the custom component uses to assemble the final component axml structure.

Default slot

Sample code:

copy

```
<!-- /components/xx/index.axml -->
<view>
  <slot>
    <view>default slot & default value</view>
  </slot>
</view>
```

```
<view>other</view>
</view>
```

Caller does not transfer axml

copy

```
<!-- /pages/index/index.axml -->
<xx />
```

Page output:

copy

```
default slot & default value
other
```

Caller transfers axml

copy

```
<!-- /pages/index/index.axml -->
<xx>
  <view>xx</view>
  <view>yy</view>
</xx>
```

Page output:

copy

```
xx
yy
other
```

The “slot” can be interpreted as the slot. The “default slot” is the default slot. If the caller does not transfer axml in the component tag , the default slot is rendered. If the caller transfers axml in the component tag , it is used to replace the default slot and assemble the final axml for render.

Named slot

The default slot can transfer one set of axml. For complicated component, it is required to render different axml at different locations, that is, to transfer multiple axml. Here it needs named slot .

Sample code:

copy

```
<!-- /components/xx/index.axml -->
<view>
  <slot>
    <view>default slot & default value</view>
```

```

</slot>
<slot name="header"/>
<view>body</view>
<slot name="footer"/>
</view>

```

Transfer only named slot

copy

```

<!-- /pages/index/index.axml -->
<xx>
    <view slot="header">header</view>
    <view slot="footer">footer</view>
</xx>

```

Page output

copy

```

default slot & default value
header
body
footer

```

Transfer named slot and default slot

copy

```

<!-- /pages/index/index.axml -->
<xx>
    <view>this is to default slot</view>
    <view slot="header">header</view>
    <view slot="footer">footer</view>
</xx>

```

Page output

copy

```

this is to default slot
header
body
footer

```

The named slot is the slot with a name. In the sub-tag of the custom component tag, the external caller can specify which part of axml to place in which named slot of the custom component. The part without named slot specified in the sub-tag of the custom component tag is placed into the default slot. If it transfers only the named slot, the default slot will not be overwritten.

slot-scope

Through the named slot, the custom component axml uses either the custom component axml, or the external caller (such as page) axml.

By using the custom component axml, it is possible to access the data within the component. Through the props attribute, meanwhile, it is possible to access the data of external caller.

Example:

copy

```
// /components/xx/index.js
Component({
  data: {
    x: 1,
  },
  props: {
    y: '',
  },
});
```

copy

```
<!-- /components/xx/index.axml -->
<view>component data: {{x}}</view>
<view>page data: {{y}}</view>
```

copy

```
// /pages/index/index.js
Page({
  data: { y: 2 },
});
```

copy

```
<!-- /pages/index/index.axml -->
<xx y="{{y}}"/>
```

Page output:

copy

```
component data: 1
page data: 2
```

When the custom component uses external caller (such as page) axml through slot, it can access the data of external caller only.

Sample code:

copy

```
<!-- /components/xx/index.axml -->
<view>
  <slot>
    <view>default slot & default value</view>
  </slot>
  <view>body</view>
</view>
```

copy

```
// /pages/index/index.js
Page({
  data: { y: 2 },
});
```

copy

```
<!-- /pages/index/index.axml -->
<xx>
  <view>page data: {{y}}</view>
</xx>
```

Page output:

copy

page data: 2

The slot scope allows the slot content can access the data within the component.

Sample code:

copy

```
// /components/xx/index.js
Component({
  data: {
    x: 1,
  },
});
```

copy

```
<!-- /components/xx/index.axml -->
<view>
  <slot x="{{x}}">
    <view>default slot & default value</view>
  </slot>
  <view>body</view>
</view>
```

copy

```
// /pages/index/index.js
Page({
  data: { y: 2 },
});

copy

<!-- /pages/index/index.axml -->
<xx>
  <view slot-scope="props">
    <view>component data: {{props.x}}</view>
    <view>page data: {{y}}</view>
  </view>
</xx>
```

Page output:

copy

```
component data: 1
page data: 2
body
```

As shown above, the custom component exposes the internal component data by defining the slot attribute. When the page uses the component, the action scope slot is declared via slot-scope. The attribute value defines the temporary variable name props, thus accessible to the internal data of the component.

acss

Just like the page, the custom component can have its defined own acss style. The acss is automatically introduced into the page that uses the component without manual introduction of the page.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_custom-component_create-custom-component_template-and-style

Terms {#terms}

Last updated: 2022-07-03

Path: miniprogram_gcash

Terms

2022-07-03 18:44

You can use the terms component when users must agree with terms before using or activating the service. Normally a link to the terms is provided for user's reference.

Sample code

See the sample codes in different languages:

.json

copy

```
{  
  "defaultTitle": "Terms",  
  "usingComponents": {  
    "terms": "mini-ali-ui/es/terms/index"  
  }  
}
```

.axml

copy

```
<view>  
  <terms onSelect="onSelect" related="{{c1.related}}" hasDesc="{{c1.hasDesc}}" agreeBtn="{{c1.agreeBtn}}" cancelBtn="{{c1.cancelBtn}}>  
    <view class="text" slot="header">  
      <text>  
        Agree  
        <navigator class="link" url="https://example.com">user  
        authorization terms</navigator>  
      </text>  
    </view>  
  </terms>  
  <text class="title">double button</text>  
</view>  
<view>  
  <terms onSelect="onSelect" fixed="{{c2.fixed}}" related="{{c2.related}}" hasDesc="{{c2.hasDesc}}" agreeBtn="{{c2.agreeBtn}}" cancelBtn="{{c2.cancelBtn}}" shape="{{c2.shape}}" capsuleMinWidth="{{c2.capsuleMinWidth}}" capsuleSize="{{c2.capsuleSize}}>  
    <view class="text" slot="desc">  
      <text>  
        check  
        <navigator class="link" url="https://example.com">ETC Service  
        User Terms</navigator>  
        Authorize ETC service to obtain ID card and delivery address  
        for ETC application. Pay attention to the owner's service life number  
        for approval  
    </view>  
  </terms>  
</view>
```

```
</text>
</view>
</terms>
<text class="title">Title with additional description</text>
</view>
<view>
<terms onSelect="onSelect" fixed="{{c3.fixed}}" related="{{c3.related}}"
hasDesc="{{c3.hasDesc}}" agreeBtn="{{c3.agreeBtn}}"
cancelBtn="{{c3.cancelBtn}}>
<view class="text" slot="header">
<text>
    agree
    <navigator class="link" url="https://example.com">User
Authorization Terms</navigator>
</text>
</view>
</terms>
<text class="title">Binding protocol is selected</text>
</view>
<view>
<terms onSelect="onSelect" fixed="{{c4.fixed}}" related="{{c4.related}}"
hasDesc="{{c4.hasDesc}}" agreeBtn="{{c4.agreeBtn}}"
cancelBtn="{{c4.cancelBtn}}" shape="{{c4.shape}}" capsuleMinWidth="{{c4.capsuleMinWidth}}"
capsuleSize="{{c4.capsuleSize}}>
<view class="text" slot="header">
<text>
    agree
    <navigator class="link" url="https://example.com">User
Authorization Terms</navigator>
</text>
</view>
</terms>
<text class="title">Binding protocol is not selected</text>
</view>
<view>
<terms fixed="{{c5.fixed}}" related="{{c5.related}}" hasDesc="{{c5.hasDesc}}"
agreeBtn="{{c5.agreeBtn}}" cancelBtn="{{c5.cancelBtn}}" shape="{{c5.shape}}"
capsuleMinWidth="{{c5.capsuleMinWidth}}" capsuleSize="{{c5.capsuleSize}}>
<view class="text" slot="header">
<text>
    agree
    <navigator class="link" url="https://example.com">User
Authorization Terms</navigator>
</text>
</view>
</terms>
<text class="title">without binding protocol</text>
</view>
<view style="padding-bottom:30px;">
<terms fixed="{{c6.fixed}}" related="{{c6.related}}" hasDesc="
```

```
 {{c6.hasDesc}}" agreeBtn="{{c6.agreeBtn}}" cancelBtn="
{{c6.cancelBtn}}" shape="{{c6.shape}}" capsuleMinWidth="
{{c6.capsuleMinWidth}}" capsuleSize="{{c6.capsuleSize}}">
<view class="text" slot="header">
<text>
    agree
    <navigator class="link" url="https://example.com">User
Authorization Terms</navigator>
</text>
</view>
</terms>
<text class="title">bottom suction</text>
</view>
```

.acss

copy

```
.title{
    text-align: center;
    display: block;
    width: 100%;
    margin: 20px 0;
}
page {
    padding: 24px 12px;
}
```

.js

copy

```
const cfg = {
c1: {
    related: false,
    agreeBtn: {
        title: 'agree the term and open',
    },
    cancelBtn: {
        title: 'Not open temporarily, manual payment',
    },
    hasDesc: false,
},
c2: {
    related: false,
    agreeBtn: {
        title: 'agree the term and open',
    },
    hasDesc: true,
},
c3: {
```

```

        related: true,
        agreeBtn: {
            checked: true,
            title: 'submit',
        },
    },
    c4: {
        related: true,
        agreeBtn: {
            title: 'submit',
        },
    },
    c5: {
        related: false,
        agreeBtn: {
            title: 'agree the term and submit',
        },
    },
    c6: {
        related: true,
        fixed: true,
        agreeBtn: {
            checked: true,
            title: 'submit',
        },
    },
},
};

Page({
    data: cfg,
    onLoad() {
    },
    onSelect(e) {
        const selectedData = e.currentTarget.dataset.name || '';
        selectedData && my.alert({
            title: 'Terms Btns',
            content: selectedData,
        });
    },
});

```

Parameters

||||| --- | --- | --- | | **Property** | **Type** | **Description** | | fixed | Boolean | An indicator of whether to display the terms at the bottom of the page. The default value is `false`. | | related | Boolean | An indicator of whether the user needs to select the checkbox. The default value is `true`. | | agreeBth | Object | The button that users can click to agree with the terms. The default value is `{"title": "", "subtitle": "", "type": "primary", "data": 1, "checked": false}`. | | cancelBtn | Object | The button that users can click to not agree with the terms. The default value is `{"title": "", "subtitle": "", "type": "default", "data": 2}`. | | capsuleSize | String | Capsule button size. Valid

values are:

- `large`
- `medium`
- `small`

The default value is `medium`. || `shape` | String | Button shape. Valid values are:

- `default`
- `capsule`

The default value is `default`. || `capsuleMinWidth` | Boolean | An indicator of whether to use the minimum width for the capsule button. The default value is `false`. || `hasDesc` | Boolean | An indicator of whether to display the description about the terms. The default value is `false`. || `onSelect` | EventHandle | The event that is triggered when users click the agree button. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_layout_terms

The Main Interface {#the-main-interface}

Last updated: 2021-05-09

Path: miniprogram_gcash

The Main Interface

2021-05-09 18:43

The main interface of Mini Program Studio mainly contains following components:

- Menu bar: including files, editor, window and other basic software settings, these settings are similar with the settings of normal development software.
- Tool bar: including functions such as associating Mini Program, toggling displays, preview, remote debug, upload and other functions for Mini Program.
- Function panel: including project file management, search, git management, NPM package management and other functions.
- Editor: for Mini Program coding.
- Simulator: local simulator for previewing Mini Program and remote debugging.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/miniprogram-studio_interface_main-interface

The Main Interface {#the-main-interface}

Last updated: 2022-07-03

Path: miniprogram_gcash

The Main Interface

2022-07-03 18:44

The main interface of Mini Program Studio mainly contains following components:

- Menu bar: including files, editor, window and other basic software settings, these settings are similar with the settings of normal development software.
- Tool bar: including functions such as associating Mini Program, toggling displays, preview, remote debug, upload and other functions for Mini Program.
- Function panel: including project file management, search, git management, NPM package management and other functions.
- Editor: for Mini Program coding.
- Simulator: local simulator for previewing Mini Program and remote debugging.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/mini-program-studio_interface_main-interface

Tips {#tips}

Last updated: 2022-07-03

Path: miniprogram_gcash

Tips

2022-07-03 18:44

Tool tips Including two types `tips-dialog` and `tips-plain`.

tips-dialog

Property	Description	Type	Default	Required
<code>className</code>	Custom class.	<code>String</code>	<code>No</code>	<code>show</code> Show control component or not.

Boolean | true | No || type | dialog indicates the style of dialog box, rectangle for rectangle style. | String | dialog | No || onCloseTap | When the type value is rectangle, component clicking close the icon callback. | () => void | No || iconUrl | Show the icon url. | String | No |

Slots

slotName	Description	content	Used to render tip text contents.	operation	Used to render right-hand operation area.
----------	--------------------	---------	-----------------------------------	-----------	---

tips-plain

Property	Description	Type	Default	Required
className	Custom class.	String	No	Automatic close time. (in milliseconds)

Number | 5000(ms) | No | onClose | Callback and close tip box. | () => void | No |

Example

copy

```
{
  "defaultTitle": "AntUI Component Library",
  "usingComponents": {
    "tips-dialog": "mini-antui/es/tips/tips-dialog/index",
    "tips-plain": "mini-antui/es/tips/tips-plain/index"
  }
}
```

tips-dialog

copy

```
<view>
  <tips-dialog
    show="{{showDialog}}"
    className="dialog"
    type="dialog"
  >
    <view class="content" slot="content">
      <view>hello,</view>
      <view>Welcome to use the Mini Program extension component
library</view>
    </view>
    <view slot="operation" class="opt-button"
onTap="onDialogTap">OK</view>
  </tips-dialog>
  <tips-dialog
    iconUrl="https://img.example.com/example.png"
    type="rectangle"
    className="rectangle"
    onCloseTap="onCloseTap"
    show="{{showRectangle}}"
  >
    <view class="content" slot="content">
      Add to home page
    </view>
  </tips-dialog>
</view>
```

```
</view>
<view slot="operation" class="add-home" onTap="onRectangleTap">Add
it now</view>
</tips-dialog>
</view>
```

copy

```
Page({
  data: {
    showRectangle: true,
    showDialog: true,
  },
  onCloseTap() {
    this.setData({
      showRectangle: false,
    });
  },
  onRectangleTap() {
    my.alert({
      content: 'do something',
    });
  },
  onDialogTap() {
    this.setData({
      showDialog: false,
    });
  },
});
```

copy

```
.rectangle {
  position: fixed;
  bottom: 100px;
}

.dialog {
  position: fixed;
  bottom: 10px;
}

.content {
  font-size: 14px;
  color: #fff;
}

.opt-button {
  width: 51px;
  height: 27px;
  display: flex;
  justify-content: center;
```

```

    align-items: center;
    color: #fff;
    font-size: 12px;
    border: #68BAF7 solid 1rpx;
}

.add-home {
    width: 72px;
    height: 27px;
    display: flex;
    justify-content: center;
    align-items: center;
    background-color: #56ADEB;
    color: #fff;
    font-size: 14px;
}

```

tips-plain

copy

```
<tips-plain onClose="onClose" time="{{time}}">{{content}}</tips-plain>
```

copy

```
Page({
  data: {
    content: 'OK',
    time: 2000,
  },
  onClose() {
    my.alert({
      title: '12321'
    });
  }
});
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_prompt-guide_tips

Title {#title}

Last updated: 2022-07-03

Path: miniprogram_gcash

Title

2022-07-03 18:44

You can use the title component to display the title of each page.

Sample code

See the sample codes in different languages:

.json

copy

```
{  
  "defaultTitle": "title",  
  "usingComponents": {  
    "title": "mini-ali-ui/es/title/index"  
  }  
}
```

.axml

copy

```
<title  
  hasLine="true"  
  type="more"  
  onActionTap="titleMore"  
>Title without icon</title>  
<title  
  hasLine="true"  
  iconURL="https://example.com/images/T1HHFgXXVeXXXXXXXXX.png"  
  type="close"  
  onActionTap="titleClose"  
>Title with a close action</title>  
<title  
  hasLine="true"  
  className="changeColor"  
  
  iconURL="https://example.com/mdn/miniprogram_mendian/afts/img/A*wiFYTo!  
  type="arrow"  
  onActionTap="titleGo"  
>Modify the style by class</title>
```

.acss

copy

```
.changeColor {  
  font-size: 30px;
```

```
color: #f32600;
}
```

.js

copy

```
Page({
  data: {},
  onLoad() {},
  titleGo() {
    my.showToast({
      content: 'click the arrow to jump',
    });
  },
  titleMore() {
    my.showToast({
      content: 'click the more to display bubble menu',
    });
  },
  titleClose() {
    my.showToast({
      content: 'click the close to close',
    });
  },
});
```

Parameters

||||| --- | --- | --- || **Property** | **Type** | **Description** || className | String | Customized class. || hasLine | Boolean | An indicator of whether a line is required under the title. The default value is `false`. || iconURL | String | URL of the icon next to title name. The icon is displayed as a square image by default. || type | String | Type of the icon that users can tap. Valid values are:

- `arrow`
- `close`
- `more`
- `custom`: The customized content is empty by default and you need to specify the slot that is named *operation*.

This property is null by default. When the property is null, `onActionTap` is invalid. || `onActionTap` | EventHandle | The event that is triggered when users tap the icon on the right of title. The default value is `() => {}`. The event is valid only when `type` is specified. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_layout_title

Tool Bar {#tool-bar}

Last updated: 2021-05-09

Path: miniprogram_gcash

Tool Bar

2021-05-09 18:43

The tool bar of the Mini Program Studio locates in the top of the software. It contains the core function of the Mini Program Studio.

You can see the descriptions for each option in the toolbar from the left to right.

Associate Mini Program

One developer account can have multiple Mini Programs. After the account login, developers are required to associate the Mini Program under development. Associated application decides which code package will be uploaded to which Mini Program when you click to upload the codes.

Toggle Display Area

The middle of the tool bar can control whether display the coding area, devtools view and simulator.

Note: the function panel will display or dismiss together with coding area. The coding area and devtools can not be hidden at the same time.

Compiling Mode

By default it is in normal compiling mode. In other words, the default refresh simulator will open the home page and not pass in any parameter. You may add custom compiling mode so that it starts from another page upon the simulator refresh with related parameters, which will increase debugging efficiency.

By clicking the `Compile` selector and then click the `New` option, you can create a new compiling mode.

Clear Cache

Clear the build cache and network cache.

Remote Debugging with Real Machine

During the real machine debugging, it is possible to view the debugging information in Mini Program Studio, and you can also set breakpoint, check runtime logs. For details see [Remote Debugging](#).

Preview with Real Machine

Use app to scan the QR code and preview the Mini Program in the app of real machine. The QR code will be invalid after 15 minutes.

Upload

On basis of the associated Mini Program, the Mini Program codes are uploaded to the Mini Program Developer Portal to build an executable program in app. The uploaded version can be specified, if not specified, the current version is incremented by 1(the current version must be greater than the previous version). After the upload is completed, a unique development version is generated in the Mini Program Developer Portal.

For the version management standard and specifications, see [Semver](#).

Details

Click the Details button in the tool bar, the details window will display in the editor area.

The details mainly contains following information:

- The associated Mini Program name, local project path and online version of the Mini Program.
- Modify the project configuration
- Enable component2 compile: it needs to be enabled for custom component, see details [here](#).
- Enable Axml strict check: it will check the grammar of the axml file in strict mode, which can help to improve the quality of the code.
- Enable parallel loader: it will use multiple processes to build the project to make it faster.
- Enable distFile minify: minify the source code. By default, in preview and debug mode, the code is not minified. In production, it will always be minified.
- Ignore the domain check for request API such as `my.request`, `my.uploadFile` in simulation, preview and debug mode.
- Ignore the domain check for web-view component in simulation, preview and debug mode.

Login

If you have not login to the Mini Program Studio, click the Login button to login.

After login, click the avatar, you can choose to logout the Mini Program Studio. If you exit the Mini Program Studio after logout, next time when you re-open the Mini Program Studio, login is required.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/miniprogram-studio_interface_tool-bar-interface

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Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/mini-program-studio_interface_tool-bar-interface

Try Mini Program Demo {#try-mini-program-demo}

Last updated: 2022-07-03

Path: miniprogram_gcash

Try Mini Program Demo

2022-07-03 18:44

Download Mini Program Studio

Firstly, please download Mini Program Studio. It is a desktop application that helps the development of Mini Program, including local debugging, code editing, preview on device, publish and other functions that cover the whole workflow of Mini Program development.

Try Your First Mini Program

Open the IDE and click '+' to add new project.

Input the Mini Program name and select the project path, then click 'Complete' to open the project.

Preview your first Mini Program in the editor.

Now you have completed the creation of your first Mini Program project in local. Next, start your journey in the editor at the right side.

The following contents introduce in steps how to develop the demo, and get you through the basic development workflow through the demo. After the development, refer the [release flow](#) to publish the Mini Program.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/quick-start_try-mini-program-demo

Try Mini Program Demo {#try-mini-program-demo}

Last updated: 2021-05-09

Path: miniprogram_gcash

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2021-05-09 18:43

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Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/quick-start_try-mini-program-demo

Two-factor authentication {#two-factor-authentication}

Last updated: 2022-07-07

Path: miniprogram_gcash

Two-factor authentication

2022-07-07 17:08

What's two-factor authentication?

Two-factor authentication (2FA) is an authentication method that requires two factors to verify a user's identity. Users are required to provide authentication via these following ways:

- Something you know, such as your username and password.
- Something you have, such as your mobile device.

As two types of authentication is required, the 2FA feature safeguards your account even if your password has been leaked. This extra layer of security also protects your account from malicious attacks and data breaches. The Mini Program platform provides the 2FA feature via the Google Authenticator.

Procedures

You can set the 2FA under **Settings > Two-Factor Authentication**. See the procedures below on how to enable and disable 2FA:

Enable the two-factor authentication

To enable the 2FA, complete the following steps:

1. Go to **Settings > Two-Factor Authentication** and click **Activate**.

2. Download the Google Authenticator app on your mobile device.
3. Use the Google Authenticator app to scan the QR code displayed on the Mini Program Platform. If you are not able to scan the QR code, click on **Enter a text code** and the Mini Program platform will generate a time-based key which you can enter into the app.
4. The Google Authenticator app will generate a 6-digit verification code, which you need to enter into the Mini Program platform.

Note:

If you have changed your mobile device or are not able to access it, you need to disable the 2FA and set it up again on a new device.

Disable the two-factor authentication

You can disable the 2FA any time after it's enabled. To disable the 2FA, complete the following steps:

1. Go to **Settings > Two-Factor Authentication** and click **Disable**.
2. The Mini Program platform will send a verification code to your account email.
3. Enter the verification code in the Mini Program platform and confirm to disable the 2FA.

More information

[Settings](#)

[Manage Mini Programs](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/set-2fa

Understand the Mini Program File Structure {#understand-the-mini-program-file-structure}

Last updated: 2022-07-03

Path: miniprogram_gcash

Understand the Mini Program File Structure

2022-07-03 18:44

Overview

This section uses Todo program demo as an example to introduce the file structure of Mini Program and the role of each file type in the Mini Program.

Directory Structure

Let's know about the overall directory structure of Mini Program from the following notes

copy

```
assets          // Store various static resources, such as images
components      // Custom component directory of Mini Program
  --add-button // Here we defined a component called add-button
pages          // All pages included in the Mini Program are placed
under "pages", one folder per page
  --add-todo   // Mini Program page
  --Todos     // Mini Program page
app.js         // Here some global service logic is configured for
the Mini Program, such as global method and global variables
app.acss        // Global style configuration, here the styles take
effect on every page
app.json        // Some basic configuration info for the Mini Program
pages, such as page path
```

json

The json file is used to setup Mini Program configuration. For example, the `app.json` includes the related configuration of the whole Mini Program.

copy

```
// app.json

{
  "pages": [
    "pages/todos/todos",
    "pages/add-todo/add-todo"
  ],
  "window": {
    "defaultTitle": "Todo App",
    "titleBarColor": "#323239"
  }
}
```

1. The `pages` attribute is an array. Each string in the array defines the page path of the Mini Program. In the demo of todo list, two directories are configured externally. It is required to add these page configuration after you adding some pages.

2. The defaultTitle configuration in the window defines the title in the navigation bar of the Mini Program: "Todo App". The titleBarColor specifies the navigation bar's background color as hexadecimal color value.

For other configurations of the app.json file, click [here](#).

The above-mentioned json file includes the global json configurations. Each page or component has related json configuration to specify the component dependence and so on. [Click here](#).

axml

Generally, the axml can be regarded as the html of the Mini Program, which differs from the html in terms of:

1. Different tags. For example, Mini Program uses `<view>` to replace `<div>`.
2. The types of tags supported by axml are fewer than html.
3. The axml tag has its own parsing syntax to realize traverse, conditional judgment and other advanced operations. The html only includes static tags.

[copy](#)

```
<view class="todo-item {{completed ? 'checked' : ''}}">
  {{number}}
</view>
```

In axml, the format like `{{ }}` is used to render variables or execute simple operation. For example, the “completed” above is a ternary operation. When the “completed” is true, the class is rendered as “todo-item checked” or just “todo-item”.

The `{{number}}` variable shows the results accordingly after rendering as per the assignment.

acss

The acss extends the css capability while supporting most of the css syntax. In contrast to css, the major differences are:

1. Supporting rpx unit calculation
2. Import acss in other path using `@import`
3. For more details, click [here](#).

js

The js file is used to describe the code logic. Each page needs a js file to describe the logic of the current page. The following codes are used for the illustration simply.

copy

```
// pages/todos/todo.js
const app = getApp();
Page({
  data: {},
  onLoad() {},
  onTodoChanged(e) {}
});
```

The Page class is the constructor of the page, and should be written during the lifecycle of each page.

1. data

- The data object is considered as the axml rendering context. Simply put, if the data has a name with attribute 'Mini Program', the corresponding axml file can use the form {{name}} to read 'Mini Program'. When the setData method is used to make change in "data", the data in axml changes in real time.

2. onLoad

- When this page is initialized at the first time by the user, this function is called.

3. onTodoChanged (user customized function)

- This is a user-customized method. The user can defines more custom functions to implement more capabilities.

In the above contents we have known about the function of each file type in the Mini Program. Next, we will explain Todo App demo in details.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/quick-start-understand-the-mini-program-file-structure

Understand the Mini Program File Structure {#understand-the-mini-program-file-structure}

Last updated: 2021-05-09

Path: miniprogram_gcash

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2021-05-09 18:43

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Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/quick-start-understand-the-mini-program-file-structure

UpdateManager Overview {#updatemanager-overview}

Last updated: 2022-07-03

Path: miniprogram_gcash

UpdateManager Overview

2022-07-03 18:44

The UpdateManager object is used to manage the mini program updates. Call my.getUpdateManager to obtain an UpdateManager instance.

Methods

||||---|---|| **Name** | **Description** || UpdateManager.applyUpdate | Force to restart the mini program and update to the latest version. This API is called after the `onUpdateReady` callback is received, which means that the new version of the mini program is downloaded. || UpdateManager.onCheckForUpdate | Listen for the event that a request is sent to the server to check for updates. || UpdateManager.onUpdateReady | Listen for the event that a newer mini program version is available. || UpdateManager.onUpdateFailed | Listen for the event that the mini program update is failed. |

Sample code

copy

```
const updateManager = my.getUpdateManager()

updateManager.onCheckForUpdate(function (res) {
    // Callback of onCheckForUpdate
    console.log(res.hasUpdate)
})

updateManager.onUpdateReady(function () {
    my.confirm({
        title: 'Update reminder',
        content: 'The new version is ready. Do you want to restart the mini program?',
        success: function (res) {
            if (res.confirm) {
                // The new version is downloaded. Call UpdateManager.applyUpdate to restart and apply the new version.
                updateManager.applyUpdate()
            }
        }
    })
}

updateManager.onUpdateFailed(function () {
    // The new version of the mini program is failed to be downloaded.
})
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_update_updatemanager_overview

UpdateManager.applyUpdate {#updatemanagerapplyupdate}

Last updated: 2022-07-03

Path: miniprogram_gcash

UpdateManager.applyUpdate

2022-07-03 18:44

Force to restart the mini program and update to the latest version. This API is called after the `onUpdateReady` callback is received, which means that the new version of the mini program is downloaded.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_update_updatemanager_applyupdate

UpdateManager.onCheckForUpdate {#updatemanageroncheckforupdate}

Last updated: 2022-07-03

Path: miniprogram_gcash

UpdateManager.onCheckForUpdate

2022-07-03 18:44

Listen for the event that a request is sent to the server to check for updates. Instead of being triggered actively by the developer, checking the version update is triggered automatically during the mini program cold start.

Parameter

The parameter is in object type and has the following property:

Property	Type	Required	Description	hasUpdate
Boolean	Yes		An indicator of whether a new version is available.	

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_update_updatemanager_checkupdate

UpdateManager.onUpdateFailed {#updatemanageronupdatefailed}

Last updated: 2022-07-03

Path: miniprogram_gcash

UpdateManager.onUpdateFailed

2022-07-03 18:44

Listen for the event that the mini program update is failed. Instead of being triggered by the developer, the client side triggers the new version downloading actively. A callback is performed when the new version of the mini program is failed to be downloaded. The failure might be caused by the network issue.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_update_updatemanager_updatefail

UpdateManager.onUpdateReady {#updatemanageronupdateready}

Last updated: 2022-07-03

Path: miniprogram_gcash

UpdateManager.onUpdateReady

2022-07-03 18:44

Listen for the event that a newer mini program version is available. Instead of being triggered by the developer, the client side triggers the new version downloading actively. A callback is performed after the new version of the mini program is successfully downloaded.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_update_updatemanager_updateready

Upload {#upload}

Last updated: 2022-07-03

Path: miniprogram_gcash

Upload

2022-07-03 18:44

After you complete the development and testing on the simulator or a real machine, the next step is to submit the Mini Program to your workspace in the Mini Program Development Portal and proceed with the subsequent operation to release the Mini Program to users.

In the Mini Program Studio, the one-key upload function is provided:

Before uploading, pay attention to the following points:

1. Firstly, you need to associate the project to a created Mini Program.
2. Online version or current uploaded version: For easy management, each upload has an incremental version. You can define your own versioning rule.

Next, click **Upload**. As the volume of the Mini Program should not exceeds 2048 KB, if it is above the volume limit, a prompt will be displayed. We suggest you to reduce resources to reduce the volume.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/mini-program-studio_upload

Upload mini programs {#upload-mini-programs}

Last updated: 2022-11-13

Path: miniprogram_gcash

Upload mini programs

2022-11-13 15:01

This topic describes the steps of the task to upload a mini program. Developers develop the mini program in the Mini Program Studio (IDE) and upload it to the Mini Program Platform.

Procedures

To upload a version for a mini program, you can view the corresponding steps as follow:

Step 1: Download the IDE

Open the [Mini Program Platform portal](#) and click **Resources** to download the IDE.

Once IDE is up and running, enter the account and password that you registered on Mini Program Platform to log in to IDE.

Step 2: Upload a version

Click **Mini program** on the left navigation panel and select the Todos template. After that click **Next** to continue.

Enter the name of the mini program that was newly created in the workspace.

Click **Upload** to upload the version to the workspace.

Now you have completed uploading a version for a mini program.

Next steps

[Configure mini programs](#)

[Release mini programs](#)

[Generate QR code](#)

[Remove mini programs](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/upload

Use Custom Component {#use-custom-component}

Last updated: 2021-05-09

Path: miniprogram_gcash

Use Custom Component

2021-05-09 18:43

Use Custom Component

Note:

The event of custom component (such as onTap) is not supported by every custom component by default. It cannot be used unless the custom component itself supports clearly. For details on custom component support event, see the section of component constructor.

The use of custom component is similar to the basic component.

1. In the page json file, specify the custom component to be used.

copy

```
// /pages/index/index.json
{
  "usingComponents": {
    "customer": "/components/customer/index"
  }
}
```

2. In the page axml file, use the custom component, which is similar to the basic components.

copy

```
<!-- /pages/index/index.axml -->
<view>
  <customer />
</view>
```

Citing Custom Component:

copy

```
// page.json Note that it is not configured in app.json
{
  "usingComponents": {
    "your-custom-component": "mini-antui/es/list/index",
    "your-custom-component2": "/components/card/index",
    "your-custom-component3": "./result/index",
    "your-custom-component4": "../result/index"
  }
}
// The project absolute path starts with /; the relative path starts
// with ./ or ../; the npm path does not start with /
```

Reference Information

For installing the npm module, see [framework overview npm part](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_custom-component_use-custom-component

Use Custom Component {#use-custom-component}

Last updated: 2022-07-03

Path: miniprogram_gcash

Use Custom Component

2022-07-03 18:44

Use Custom Component

Note:

The event of custom component (such as onTap) is not supported by every custom component by default. It cannot be used unless the custom component itself supports clearly. For details on custom component support event, see the section of component constructor.

The use of custom component is similar to the basic component.

1. In the page json file, specify the custom component to be used.

copy

```
// /pages/index/index.json
{
  "usingComponents": {
    "customer": "/components/customer/index"
  }
}
```

2. In the page axml file, use the custom component, which is similar to the basic components.

copy

```
<!-- /pages/index/index.axml -->
<view>
```

```
<customer />
</view>
```

Citing Custom Component:

copy

```
// page.json Note that it is not configured in app.json
{
  "usingComponents": {
    "your-custom-component": "mini-antui/es/list/index",
    "your-custom-component2": "/components/card/index",
    "your-custom-component3": "./result/index",
    "your-custom-component4": "../result/index"
  }
}
// The project absolute path starts with /; the relative path starts
with ./ or ../; the npm path does not start with /
```

Reference Information

For installing the npm module, see [framework overview npm part](#)

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_custom-component_use-custom-component

Use OrderStr to pay {#use-orderstr-to-pay}

Last updated: 2022-07-03

Path: miniprogram_gcash

Use OrderStr to pay

2022-07-03 18:44

Users can use the wallet app to pay for the order placed in the mini program if the wallet app provides the payment service. This document introduces the payment by calling the [my.tradePay API](#) with `orderStr`. The following two payment types are supported:

- [General online payment](#)
- [Pre-authorization payment](#)

General online payment

Users can complete a general online payment in the mini program.

User experience

To complete a payment in the mini program, users usually follow the steps below:

1. The user chooses goods in the mini program and creates an order, then presses the **Pay** button in the mini program.
2. The mini program redirects the user to the wallet app and the wallet app displays the payment page.
3. The user confirms the order information, such as the payee and amount, then clicks the **Pay** button to make the payment.
4. After confirming the payment, the wallet app displays the payment result and redirects the user back to the payment result page in the mini program.

Procedures

To use the `my.tradePay` API to initiate a payment in the mini program, mini program developers must complete the following steps:

1. Confirm that the payment service provided by the wallet app supports the payment by `orderStr` and obtain the integration guide from the wallet app.
2. Integrate the payment service at the mini program server side.
3. Create a mini program in the wallet workspace on the Mini Program Platform, or make sure that the mini program can be published in the wallet app.
4. Provide goods and payment services in the mini program.
5. Publish the mini program.

Payment process

The following figure illustrates the payment process:

Figure 1. Process flow of the general payment

The payment process contains the following steps:

1. The user places an order in the mini program (Step 1).
2. The mini program client sends a request to create the order to the mini program server by calling the `my.request` API (Step 1.1).
3. The mini program server creates the order and returns `orderStr` to the mini program client (Step 1.1.1 & 1.1.2).
4. The mini program client initiates the payment request by calling the `my.tradePay` API with `orderStr` to the wallet app (Step 1.1.2.1).
5. The wallet processes the payment request internally and the wallet app renders the cashier page (Step 1.1.2.1.1 - 1.1.2.1.3).
6. The user confirms the payment and the wallet app displays the payment result (Step 2 - 2.2).

7. The wallet app returns the payment result to the mini program client. At the same time, the wallet server returns the payment result to the mini program server (Step 2.3).
8. The mini program client displays the payment result (Step 2.3.1).

Note:

The payment flow is for reference and may vary depending on the API implementation of the wallet.

Pre-authorization payment

Pre-authorization payment is a common practice in rental and hotel industries where the user can pre-authorize a payment in advance. Unlike goods with confirmed prices, the price of some services can only be determined when the user has finished using the service. As such, service merchants can use pre-authorization payments to ensure that the order can be paid before providing the service.

Merchants can call the `my.tradePay` API with `orderStr` to initiate a pre-authorization payment request via the mini program. After the user has granted pre-authorization, the funds are captured by the merchant automatically after the service amount is settled.

User experience

To complete a pre-authorization payment, users usually follow the steps below:

1. The user confirms to use the service provided by the mini program.
2. The mini program redirects the user to the pre-authorization page in the wallet app.
3. The user confirms the authorization, then the wallet app redirects the user back to the mini program. The user starts to use the service.
4. After the user has finished using the service and the service fee is confirmed, the funds are deducted by the merchant automatically and the user receives a notification in the wallet app.

Procedures

To use the `my.tradePay` API to complete the pre-authorization in the mini program, mini program developers must complete the following steps:

1. Confirm that the wallet app supports the pre-authorization capability and obtain the integration guide from the wallet.
2. Integrate the payment service at the mini program server side.
3. Create a mini program in the wallet workspace on the Mini Program Platform, or make sure that the mini program can be published in the wallet app.
4. Provide the service that requires pre-authorization in the mini program.
5. Publish the mini program.

Payment process

The following figure illustrates the pre-authorization payment process:

Figure 2. Process flow of the pre-authorization payment

The payment process contains the following steps:

1. The user starts to use the service in the mini program (Step 1).
2. The mini program client sends a request to create the order to the mini program server by calling the my_request API (Step 2).
3. The mini program server creates the order and returns `orderStr` to the mini program client (Step 3 & 4).
4. The mini program client initiates the pre-authorization request by calling the my.tradePay API with `orderStr` to the wallet app (Step 1.1.2.1).
5. The wallet processes the pre-authorization request internally and the wallet app renders the pre-authorization page (Step 6 - 8).
6. The user completes the pre-authorization and the wallet app returns the pre-authorization result to the mini program client (Step 10 - 12).
7. The user starts to use the service provided by the mini program. When the user has finished using the service, the mini program client sends the payment request to the mini program server by calling the my_request API (Step 13 - 15).
8. The mini program server sends the payment request by calling the server API provided by the wallet and the wallet server returns the payment result (Step 16 & 17).

Note:

The payment flow is for reference and may vary depending on the API implementation of the wallet.

Sample code

Sample code for the `my.tradePay` API calling is as follows:

copy

```
my.tradePay({
    orderStr:
    'app_id=2018112803019836&biz_content=%7B%22amount%22%3A%220.02%22%2C%2
    05-29+15%3A54%3A35&version=1.0',
    success: function(res) {
        my.alert({
            content: JSON.stringify(res),
        });
    },
    fail: function(res) {
        my.alert({
            content: JSON.stringify(res),
        });
    },
});
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_openapi_pay-with-orderstr

Use OrderStr to pay in Mini Program {#use-orderstr-to-pay-in-mini-program}

Last updated: 2021-05-09

Path: miniprogram_gcash

Use OrderStr to pay in Mini Program

2021-05-09 18:43

Users can use the wallet app to pay for the order placed in the mini program if the wallet app provides the payment service. This document introduces the payment by calling the `my.tradePay` API with `orderStr`. Two payment types are supported:

- [General online payment](#)
- [Pre-authorization payment](#)

General payment

Users can complete a general online payment in the mini program.

User experience

To complete a payment in the mini program, users usually follow the steps below:

1. The user chooses goods in the mini program and create an order, then presses the **Pay** button in the mini program.
2. The mini program redirects the user to the wallet app and the wallet app displays the payment page.
3. The user confirms the order information, such as the payee and amount, then clicks the **Pay** button for payment.
4. After confirming the payment, the wallet app displays the payment result and redirects the user back to the payment result page in the mini program.

Procedures

To use the `my.tradePay` API to initiate a payment in the mini program, mini program developers complete the following steps:

1. Confirm that the payment service provided by the wallet app supports the payment by *orderStr* and obtain the integration guide from the wallet app.
2. Integrate the payment service at the mini program server side.
3. Create a mini program in the wallet workspace on the Mini Program platform, or make sure that the mini program can be published in the wallet app.
4. Provide goods and payment service in the mini program.
5. Publish the mini program.

Payment process

The following figure illustrates the payment process:

Figure 1. Process flow of the general payment

The payment process contains the following steps:

1. The user places an order in the mini program. (Step 1)
2. The mini program client sends the create order request to the mini program server by calling the [my.request](#) API. (Step 1.1)
3. The mini program server creates the order and returns *orderStr* to the mini program client. (Step 1.1.1 & 1.1.2)
4. The mini program client initiates the payment request by calling the [my.tradePay](#) API with *orderStr* to the wallet app. (Step 1.1.2.1)
5. The wallet processes the payment request internally and the wallet app renders the cashier page. (Step 1.1.2.1.1 - 1.1.2.1.3)
6. The user confirms the payment and the wallet app displays the payment result. (Step 2 - 2.2)
7. The wallet app returns the payment result to the mini program client. At the same time, the wallet server returns the payment result to the mini program server. (Step 2.3)
8. The mini program client displays the payment result. (Step 2.3.1)

Note:

The payment flow is for reference and might differ depending on the API implementation of the wallet.

Pre-authorization payment

Pre-authorization payment is a common practice in rental and hotel industries where the user can pre-authorize a payment in advance. Unlike goods with confirmed prices, the price of some services can only be determined when the user has finished using the service. As such, service merchants can use pre-authorization payments to ensure that the order can be paid before providing the service.

Merchants can call the [my.tradePay](#) API with *orderStr* to initiate a pre-authorization payment request via the mini program. After the user has granted pre-authorization, the funds are captured by the merchant automatically after the service amount is settled.

User experience

To complete a pre-authorization payment, users usually follow the steps below:

1. The user confirms to use the service provided by the mini program.
2. The mini program redirects the user to the pre-authorization page in the wallet app.
3. The user confirms the authorization, then the wallet app redirects the user back to the mini program. The user starts to use the service.
4. After the user has finished using the service and the service fee is confirmed, the funds are deducted by the merchant automatically and the user receives a notification in the wallet app.

Procedures

To use the `my.tradePay` API to complete the pre-authorization in the mini program, mini program developers must complete the following steps:

1. Confirm that the wallet app supports the pre-authorization capability and obtain the integration guide from the wallet.
2. Integrate the payment service at the mini program server side.
3. Create a mini program in the wallet workspace on the Mini Program platform, or make sure that the mini program can be published in the wallet app.
4. Provide the service that requires pre-authorization in the mini program.
5. Publish the mini program.

Payment process

The following figure illustrates the pre-authorization payment process:

Figure 2. Process flow of the pre-authorization payment

The payment process contains the following steps:

1. The user starts to use the service in the mini program. (Step 1)
2. The mini program client sends the create order request to the mini program server by calling the `my.request` API. (Step 2)
3. The mini program server creates the order and returns `orderStr` to the mini program client. (Step 3 & 4)
4. The mini program client initiates the pre-authorization request by calling the `my.tradePay` API with `orderStr` to the wallet app. (Step 1.1.2.1)
5. The wallet processes the pre-authorization request internally and the wallet app renders the pre-authorization page. (Step 6 - 8)
6. The user completes the pre-authorization and the wallet app returns the pre-authorization result to the mini program client. (Step 10 - 12)
7. The user starts to use the service provided by the mini program. When the user has finished using the service, the mini program client sends the payment request to the mini program server by calling the `my.request` API. (Step 13 - 15)

8. The mini program server sends the payment request by calling the server API provided by the wallet and the wallet server returns the payment result. (Step 16 & 17)

Note:

The payment flow is for reference and might differ depending on the API implementation of the wallet.

Sample code

Sample code for the my.tradePay API calling:

copy

```
my.tradePay({
    orderStr:
    'app_id=2018112803019836&biz_content=%7B%22amount%22%3A%220.02%22%2C%22
    05-29+15%3A54%3A35&version=1.0',
    success: function(res) {
        my.alert({
            content: JSON.stringify(res),
        });
    },
    fail: function(res) {
        my.alert({
            content: JSON.stringify(res),
        });
    },
});
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_openapi_pay-with-orderstr

Use PaymentUrl to Pay in Mini Program {#use-paymenturl-to-pay-in-mini-program}

Last updated: 2021-05-09

Path: miniprogram_gcash

Use PaymentUrl to Pay in Mini Program

2021-05-09 18:43

Users can use the wallet app to pay for the order placed in the mini program if the wallet app provides the payment service. This document introduces the payment by calling the my.tradePay API with *paymentUrl*. Both the integration processes for mini program developers and the user experience for users are similar to those of the payment by tradeNo.

User experience

To complete a payment in the mini program, users usually follow the steps below:

1. The user chooses goods in the mini program and create an order, then presses the **Pay** button in the mini program.
2. The mini program redirects the user to the wallet app and the wallet app displays the payment page.
3. The user confirms the order information, such as the payee and amount, then clicks the **Pay** button for payment.
4. After confirming the payment, the wallet app displays the payment result and redirects the user back to the payment result page in the mini program.

Procedures

To use the *my.tradePay* API to initiate a payment in the mini program, mini program developers must complete the following steps:

1. Confirm that the payment service provided by the wallet app supports the payment by *paymentUrl* and obtain the integration guide from the wallet app.
2. Integrate the payment service at the mini program server side.
3. Create a mini program in the wallet workspace on the Mini Program Platform, or make sure that the mini program can be published in the wallet app.
4. Provide goods and payment service in the mini program.
5. Publish the mini program.

Payment process

The following figure illustrates the payment process:

The payment process contains the following steps:

1. The user places an order in the mini program. (Step 1)
2. The mini program client sends the create order request to the mini program server by calling the my.request API. (Step 2)
3. The mini program server creates the order and sends the request to the wallet server via the server API provided by the wallet. (Step 3 & 4)
4. The wallet server creates the order and generates *paymentUrl*, and returns *paymentUrl* to the mini program server. (Step 5-7)
5. The mini program server returns *paymentUrl* to the mini program client. (Step 8)
6. The mini program client initiates the payment request by calling the my.tradePay API with *paymentUrl* to the wallet app. (Step 9)
7. The wallet app obtains the order information and renders the cashier page. (Step 10-13)

8. The user confirms the payment and the wallet processes the payment request. (Step 14-17)
9. The wallet app returns the payment result to the mini program client. At the same time, the wallet server returns the payment result to the mini program server. (Step 18 & 19)
10. The mini program client displays the payment result. (Step 20)

Note:

The payment flow is for reference and might differ depending on the API implementation of the wallet.

Sample code

Sample code for the *my.tradePay* API calling with *paymentUrl*:

copy

```
my.tradePay({
    paymentUrl: 'payment url',
    success: function(res) {
        my.alert({
            content: JSON.stringify(res),
        });
    },
    fail: function(res) {
        my.alert({
            content: JSON.stringify(res),
        });
    },
});
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_openapi_pay-with-paymenturl

Use PaymentUrl to pay {#use-paymenturl-to-pay}

Last updated: 2022-07-03

Path: miniprogram_gcash

Use PaymentUrl to pay

2022-07-03 18:44

Users can use the wallet app to pay for the order placed in the mini program if the wallet app provides the payment service. This document introduces the payment by calling the my.tradePay API with paymentUrl. Both the integration processes for mini program developers and the user experience for users are similar to those of the payment by tradeNo.

User experience

To complete a payment in the mini program, users usually follow the steps below:

1. The user chooses goods in the mini program and creates an order, then presses the **Pay** button in the mini program.
2. The mini program redirects the user to the wallet app and the wallet app displays the payment page.
3. The user confirms the order information, such as the payee and amount, then clicks the **Pay** button to make the payment.
4. After confirming the payment, the wallet app displays the payment result and redirects the user back to the payment result page in the mini program.

Procedures

To use the my.tradePay API to initiate a payment in the mini program, mini program developers must complete the following steps:

1. Confirm that the payment service provided by the wallet app supports the payment by paymentUrl and obtain the integration guide from the wallet app.
2. Integrate the payment service at the mini program server side.
3. Create a mini program in the wallet workspace on the Mini Program Platform, or make sure that the mini program can be published in the wallet app.
4. Provide goods and payment services in the mini program.
5. Publish the mini program.

Payment process

The following figure illustrates the payment process:

The payment process contains the following steps:

1. The user places an order in the mini program (Step 1).
2. The mini program client sends a request to create the order to the mini program server by calling the my.request API (Step 2).
3. The mini program server creates the order and sends the request to the wallet server via the server API provided by the wallet (Step 3 & 4).
4. The wallet server creates the order and generates paymentUrl, then returns paymentUrl to the mini program server (Step 5-7).
5. The mini program server returns paymentUrl to the mini program client (Step 8).
6. The mini program client initiates the payment request by calling the my.tradePay API with paymentUrl to the wallet app (Step 9).
7. The wallet app obtains the order information and renders the cashier page (Step 10-13).

8. The user confirms the payment and the wallet processes the payment request (Step 14-17).
9. The wallet app returns the payment result to the mini program client. At the same time, the wallet server returns the payment result to the mini program server (Step 18 & 19).
10. The mini program client displays the payment result (Step 20).

Note:

The payment flow is for reference and may vary depending on the API implementation of the wallet.

Sample code

Sample code for the `my.tradePay` API calling with `paymentUrl` is as follows:

copy

```
my.tradePay({
  paymentUrl: 'payment url',
  success: function(res) {
    my.alert({
      content: JSON.stringify(res),
    });
  },
  fail: function(res) {
    my.alert({
      content: JSON.stringify(res),
    });
  },
});
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_openapi_pay-with-paymenturl

Use Ref to Get Component Instance {#use-ref-to-get-component-instance}

Last updated: 2022-07-03

Path: miniprogram_gcash

Use Ref to Get Component Instance

2022-07-03 18:44

The custom component supports using ref to get custom component instance. Use my.canIUse('component2') for compatibility handling.

Note:

ref can be used as well for parent component to get children component instance.

Sample Code:

copy

```
// /pages/index/index.js
Page({
  plus() {
    this.counter.plus();
  },
  saveRef(ref) {
    this.counter = ref;
  },
})
```

copy

```
<!-- /pages/index/index.axml -->
<counter ref="saveRef" />
<button onTap="plus">+</button>
```

Note: After ref is bound to saveRef, the saveRef method is triggered on component initialization.

copy

```
// /components/counter/index.js
Component({
  data: {
    counter: 0,
  },
  methods: {
    plus() {
      this.setData({ counter: this.data.counter + 1 })
    },
  },
})
```

copy

```
<!-- /components/counter/index.axml -->
<view>{{counter}}</view>
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_custom-component_create-custom-component_use-ref-to-get-component-instance

Use Ref to Get Component Instance {#use-ref-to-get-component-instance}

Last updated: 2021-05-09

Path: miniprogram_gcash

Use Ref to Get Component Instance

2021-05-09 18:43

The custom component supports using ref to get custom component instance. Use my.canIUse('component2') for compatibility handling.

Note:

ref can be used as well for parent component to get children component instance.

Sample Code:

copy

```
// /pages/index/index.js
Page({
  plus() {
    this.counter.plus();
  },
  saveRef(ref) {
    this.counter = ref;
  },
})
```

copy

```
<!-- /pages/index/index.axml -->
<counter ref="saveRef" />
<button onTap="plus">+</button>
```

Note: After ref is bound to saveRef, the saveRef method is triggered on component initialization.

copy

```
// /components/counter/index.js
Component({
  data: {
    counter: 0,
  },
  methods: {
```

```

    plus() {
        this.setData({ counter: this.data.counter + 1 })
    },
},
})

```

copy

```
<!-- /components/counter/index.axml -->
<view>{{counter}}</view>
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_custom-component_create-custom-component_use-ref-to-get-component-instance

Use TradeNO to pay {#use-tradeno-to-pay}

Last updated: 2022-07-03

Path: miniprogram_gcash

Use TradeNO to pay

2022-07-03 18:44

Users can use the wallet app to pay for the order placed in the mini program if the wallet app provides the payment service. This document introduces the payment by calling the [my.tradePay](#) API with tradeNo.

User experience

To complete a payment in the mini program, users usually follow the steps below:

1. The user chooses goods in the mini program and creates an order, then presses the **Pay** button in the mini program.
2. The mini program redirects the user to the wallet app and the wallet app displays the payment page.
3. The user confirms the order information, such as the payee and amount, then clicks the **Pay** button to make the payment.
4. After confirming the payment, the wallet app displays the payment result and redirects the user back to the payment result page in the mini program.

Procedures

To use the `my.tradePay` API to initiate a payment in the mini program, mini program developers must complete the following steps:

1. Confirm that the payment service provided by the wallet app supports the payment by tradeNo and obtain the integration guide from the wallet.
2. Integrate the payment service at the mini program server side.
3. Create a mini program in the wallet workspace on the Mini Program Platform, or make sure that the mini program can be published in the wallet app.
4. Provide goods and payment services in the mini program.
5. Publish the mini program.

Payment process

The following figure illustrates the payment process:

Figure 1. Payment process

The payment process contains the following steps:

1. The user places an order in the mini program (Step 1).
2. The mini program client sends a request to create the order to the mini program server by calling the my.request API (Step 2).
3. The mini program server creates the order and sends the request to the wallet server via the server API provided by the wallet (Step 3 & 4).
4. The wallet server creates the order and generates tradeNo, then returns tradeNo to the mini program server (Step 5-7).
5. The mini program server returns tradeNo to the mini program client (Step 8).
6. The mini program client initiates the payment request by calling the my.tradePay API with tradeNo to the wallet app (Step 9).
7. The wallet app obtains the order information and renders the cashier page (Step 10-12).
8. The user confirms the payment and the wallet processes the payment request (Step 13-16).
9. The wallet app returns the payment result to the mini program client. At the same time, the wallet server returns the payment result to the mini program server (Step 17 & 18).
10. The mini program client displays the payment result (Step 19).

Note:

The payment flow is for reference and may vary depending on the API implementation of the wallet.

Sample code

Sample code for the my.tradePay API calling is as follows:

copy

```
my.tradePay({
  tradeNo: '201711152100110410533667792',
  success: function(res) {
    my.alert({
      content: JSON.stringify(res),
    })
  }
})
```

```

    });
},
fail: function(res) {
    my.alert({
        content: JSON.stringify(res),
    });
},
);
}
);

```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_openapi_pay-with-tradeno

Use TradeNO to pay in Mini Program {#use-tradeno-to-pay-in-mini-program}

Last updated: 2021-05-09

Path: miniprogram_gcash

Use TradeNO to pay in Mini Program

2021-05-09 18:43

Users can use the wallet app to pay for the order placed in the mini program if the wallet app provides the payment service. This document introduces the payment by calling the my.tradePay API with *tradeNo*.

User experience

To complete a payment in the mini program, users usually follow the steps below:

1. The user chooses goods in the mini program and create an order, then presses the **Pay** button in the mini program.
2. The mini program redirects the user to the wallet app and the wallet app displays the payment page.
3. The user confirms the order information, such as the payee and amount, then clicks the **Pay** button for payment.
4. After confirming the payment, the wallet app displays the payment result and redirects the user back to the payment result page in the mini program.

Procedures

To use the *my.tradePay* API to initiate a payment in the mini program, mini program developers must complete the following steps:

1. Confirm that the payment service provided by the wallet app supports the payment by *tradeNO* and obtain the integration guide from the wallet.
2. Integrate the payment service at the mini program server side.
3. Create a mini program in the wallet workspace on the Mini Program platform, or make sure that the mini program can be published in the wallet app.
4. Provide goods and payment service in the mini program.
5. Publish the mini program.

Payment process

The following figure illustrates the payment process:

Figure 1. Payment process

The payment process contains the following steps:

1. The user places an order in the mini program. (Step 1)
2. The mini program client sends the create order request to the mini program server by calling the `my.request` API. (Step 2)
3. The mini program server creates the order and sends the request to the wallet server via the server API provided by the wallet. (Step 3 & 4)
4. The wallet server creates the order and generates *tradeNo*, and returns *tradeNo* to the mini program server. (Step 5-7)
5. The mini program server returns *tradeNo* to the mini program client. (Step 8)
6. The mini program client initiates the payment request by calling the `my.tradePay` API with *tradeNo* to the wallet app. (Step 9)
7. The wallet app obtains the order information and renders the cashier page. (Step 10-12)
8. The user confirms the payment and the wallet processes the payment request. (Step 13-16)
9. The wallet app returns the payment result to the mini program client. At the same time, the wallet server returns the payment result to the mini program server. (Step 17 & 18)
10. The mini program client displays the payment result. (Step 19)

Note:

The payment flow is for reference and might differ depending on the API implementation of the wallet.

Sample code

Sample code for the `my.tradePay` API calling:

copy

```
my.tradePay({
  tradeNo: '201711152100110410533667792',
  success: function(res) {
    my.alert({
      content: JSON.stringify(res),
    })
  }
})
```

```

    });
},
fail: function(res) {
    my.alert({
        content: JSON.stringify(res),
    });
},
);
}
);

```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_openapi_pay-with-tradeno

User authorization {#user-authorization}

Last updated: 2022-07-07

Path: miniprogram_gcash

User authorization

2022-07-07 17:08

User authorization describes the process of obtaining a user's consent to access user information. It is based on the industry standard OAuth2.0 authorization mechanism. On the Mini Program Platform, developers need to get permission from users in the mini program before obtaining and using their information.

Terminology

	Name	Description
(scope)	A scope represents the scope of permissions that developers need to request user authorization. A scope contains at least one open API interface or JSAPI interface. One authorization can combine multiple scopes for combined authorization.	Authorization code
(auth_code)	Temporary user authorization credentials. After obtaining it, promptly exchange it for the access token mentioned below.	Access token or authorization token
(access_token or auth_token)	Long-term authorization credentials. It is used to call the site gateway to call the server-side authorization interface. Pay attention to the scope and validity of the authorization token.	Refresh token
(refresh_token)	Used to refresh and obtain a new access token after the access token expires. The refresh token also has a validity period.	

Scope list

	Scope	Description
auth_base		Authorized to obtain the unique user ID.
auth_user		Authorized to obtain the user information.

Access guidelines

Access process

Take obtaining the user information as an example. The overall access process is illustrated as below:

1. The mini program calls the `getAuthCode` JSAPI to get the authorization code (`authCode`) from the wallet [1.1].
2. The mini program calls the merchant server API with `authCode` [2].
3. The merchant server calls the `applyToken` OpenAPI and the authorized platform server returns the access token [2.2].
4. The merchant server saves the access token and returns the authorization result to the mini program [2.4].

Note: To authorize other information, use a different scope for the `scopes` parameter when calling `getAuthCode`.

Obtain authCode

You can obtain user authorization by calling the `my.getAuthCode` JSAPI and fetch the `authCode` in the success callback. For example:

copy

```
my.getAuthCode({
  scopes: ['auth_user'],
  success: (res) => {
    my.alert({
      content: res.authCode,
    });
  },
  failed: (res) => {
    console.log(res.authErrorScopes)
  },
});
```

Obtain accessToken

- For merchants: Before obtaining an `accessToken`, you need to get an `authCode` from the wallet. Then you can call the `applyToken` OpenAPI in exchange for `accessToken`.
- For developers: Developers can exchange `accessToken` and `userId` with the obtained `authCode`.

Call the server OpenAPI

After obtaining the `accessToken`, developers can continue to use the access token to call other authorization interfaces. Pay attention to the permission scope and validity period of the token.

API List

|||| --- | --- || **JS API** | **Description** || [my.getAuthCode](#) | Gets user's authorization code. ||
OpenAPI | **Description** || [v1/authorizations/applyToken](#) | Obtain the access token. |

FAQs

1. Why should developers use my.getAuthCode API?

All the reading and writing of user information on the Mini Program Platform can only be used after obtaining the user's consent. User authorization is based on the industry standard OAuth2.0 authorization mechanism. With this mechanism, developers can obtain user information on the Mini Program Platform.

2. Why is the user authorization API not allowed on the first screen of the mini program?

In order to create a better user experience on the mini program, user authorization guidance is not allowed on the first screen of the mini program. The guidance for user authorization should be given after the user fully understands the business content of the mini program. We recommend you add the mini program authorization into the business process.

3. Can userId be obtained through the user authorization API?

No, the userId needs to be obtained by calling the related API on the server side.

More information

[Obtain basic user information](#)

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_openapi_userauthorization

User authorization {#user-authorization}

Last updated: 2021-05-09

Path: miniprogram_gcash

User authorization

2021-05-09 18:43

Product Description

All the reading and writing of user information on the site open platform requires the user's permission before it can be used , user authorization is based on the international standard OAuth2.0 authorization mechanism. Based on this mechanism, developers can obtain site user information etc.

Terminology

| Terminology | Description | Remark || scope | Scope of authorization | A scope represents the scope of permissions that developers need to request user authorization. A scope contains at least one openapi interface or JSAPI interface. One authorization can combine multiple scopes for combined authorization. || auth_code | Authorization code | Temporary user authorization credentials, after obtaining it, please promptly exchange for the authorization token mentioned below. || access_token/auth_token | Authorization token, or access token | Long-term authorization credentials are used to call the site gateway for server-side authorization interface calls. Need to pay attention to the scope and validity of authorization token. || refresh_token | Refresh token | Used to refresh and obtain new authorization token after the authorization token expires, the refresh token also has a validity period. |

Related products

Obtain Basic Member Information

Scopes List

| Scopes | Description || USER_ID | Authorized to obtain the unique user ID. || USER_NICKNAME | Authorized to obtain the user nickname. || USER_NAME | Authorized to obtain the user name. || USER_LOGIN_ID | Authorized to obtain the user login ID. || HASH_LOGIN_ID | Authorized to obtain the hash user login ID. || USER_AVATAR | Authorized to obtain the user avatar. || USER_GENDER | Authorized to obtain the user gender. || USER_BIRTHDAY | Authorized to obtain the user birthday. || USER_NATIONALITY | Authorized to obtain the user nationality. || USER_CONTACTINFO | Authorized to obtain the user contact info. || auth_base | Authorized to obtain the unique user ID. || auth_user | Authorized to obtain user information. |

Access Guidelines

Access Process

Obtain user information as an example, the overall access process is as follows (if you need to authorize other information, you only need to use a different scope for the scopes parameter when calling getAuthCode).

App Obtains Authcode

The user authorization is obtained by calling the jsapi my.getAuthCode, and the authcode can be obtained in the success callback. The js code is as follows:

copy

```
my.getAuthCode({
  scopes: ['USER_ID'],
  success: (res) => {
    my.alert({
      content: res.authCode,
    });
  },
  failed: (res) => {
    console.log(res.authErrorScopes)
  },
});
```

Server Obtains Access Token

Merchant server can call v1/authorizations/applyToken interface in exchange for the access_token, developers can exchange access_token and userId with the obtained auth_code. auth_code as a ticket in exchange for access_token.

Call The Server Business API

After obtaining access_token, developers can continue to use the token to call other authorization interface. Please pay attention to the permission scope and timeliness of the token.

API List

| API | API Description | | my.getAuthCode | Obtain the authorization code. |

QA

Question: Why should developers must use my.getAuthCode API?

Answer: All the reading and writing of user information on the site open platform requires the user's permission before it can be used, user authorization is based on the international standard OAuth2.0 authorization mechanism. Based on this mechanism, developers can obtain site user information etc.

Question: Why is it not allowed to use the user authorization API on the first screen of the Mini Program?

Answer: In order to create a better Mini Program user experience, guiding user authorization on the first screen of the Mini Program is not allowed. It is necessary to guide the user authorization after the user fully understands the business content of the Mini Program. It is recommended to put the Mini Program authorization in the business process.

Question: Can the userId be obtained through the user authorization API?

Answer: No, userId needs to be obtained by calling api on the server side.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_openapi_userauthorization

User information capability {#user-information-capability}

Last updated: 2022-07-03

Path: miniprogram_gcash

User information capability

2022-07-03 18:44

All the user information on the Mini Program Platform requires user's authorization. Based on the industry standard OAuth2.0 authorization mechanism, mini program developers can get user authorization to obtain user information.

Note: Developers must fully respect the privacy of users and properly use the user authorization. If the information is found to be used beyond the agreed scope or reasonable usage, the platform has the right to permanently withdraw the interface authority of mini program.

Prerequisites

- This capability is open to merchants who have become business partners of the wallet.
- Make sure that the integration and configuration have been completed and the mini program has been released.

Interaction process

Silence mode

The silence mode requires the user's consent on a native app to collect the required information. The interaction flow of the silence mode is illustrated as below:

1. The user opens the wallet app and is redirected to the merchant mini program.
2. The merchant mini program calls the `getAuthCode` JSAPI to request `authCode` from the wallet app.
3. The wallet app returns `authCode` to the merchant mini program, which sends `authCode` to the ISV or merchant server.
4. With the obtained `authCode` in step 3, the ISV or merchant server calls the `/version/oaths/applyToken` OpenAPI to request `accessToken` and `uid` from the wallet server.

Note: The `version` is the version of Open APIs, for example, `v1` or `v2`.

5. The wallet server returns `accessToken` and `uid` to the ISV or merchant server.

Notes:

- `authCode` is used to exchange for `accessToken`. Every time the user authorization is completed, `authCode` in the JSAPI response is different. `authCode` can only be used once and will automatically expire within one day.
- After the ISV or merchant obtains `accessToken` and `uid`:
- The ISV or merchant can use `accessToken` to call other OpenAPIs. For example, call the `inquiryUserInfoByAccessToken` OpenAPI to query the user information.
- The ISV or merchant can generate a **session** that maps to `accessToken` and `uid`, then set session expiration time and store the mapping. The session will be stored in the mini program framework.

User consent mode

The user consent mode is used to get public user information without further permission from wallets. The interaction flow of the user consent mode is illustrated as below:

Get user open info

When the merchant mini program intends to get some public information of users, such as name and avatar, use the user consent mode with the `getOpenUserInfo` JSAPI. The user needs to sign the agreement and clicks the **Accept** button. This function is used to display some personal data of the user in the mini program.

Get auth code

When the merchant mini program intends to get `authCode` for further usage, call the `getAuthCode` JSAPI by specifying the `scope` field.

API list

||||---|---|| **JSAPI | Description** || my.getOpenUserInfo | Gets user basic information, such as avatar, nickname, etc. || my.getAuthCode | Gets user's authentication code. ||

OpenAPI | Description || /{version}/authorizations/{apiName}

Note: The **version** is the version of Open APIs, for example, v1 or v2. | For details, see the Open APIs for Merchants chapter. || /{version}/users/inquiryUserInfo |

More information

Capabilities

JSAPIs

Open APIs

Developing Mini Program

Using Mini Program Platform

Features

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/capability-user-information

User permission requests {#user-permission-requests}

Last updated: 2021-05-10

Path: miniprogram_gcash

User permission requests

2021-05-10 04:11

To access a mini program user's device and user information, mini programs must obtain the user's permission. This document contains design guidelines for developers and designers to create a user-friendly journey for users to authorize mini programs to access the following types of information:

- Device information
- User information

A popup message will be displayed when the mini program requires a user's permission.

Device information

Device information includes the resources on user's devices, such as the current location, camera, microphone, photos, Bluetooth, and contacts. For device information, the following JSAPIs are available in the container for mini programs to call:

- [my.getLocation](#)
- [my.chooseImage](#)
- [my.saveImage](#)
- [my.scan](#)
- [my.getOpenUserInfo](#)

For more information, see **Developing Mini Programs > References > JSAPIs > Device > Settings**.

User information

User information includes a user's personal information, such as mobile phone number, basic information, wallet member information, points, coupons, and so on. For user information, the wallet app either implements or develops the corresponding APIs to be called for permission.

In some cases, user terms also need to be displayed and users need to agree with the terms for mini programs to access user information.

Design principles

Use the following principles as guidelines to design the user flow for requesting permissions:

- **Request permissions only when your mini program requires resources**

We do not suggest to request for permissions at the launch of the mini program, or request all permissions together at one time. However, if users must agree with user terms before using your mini program, you must display the terms when users enter your mini program for the first time.

- **Display clear choices for users to make**

Buttons must clearly distinguish the choices for users to make. The primary button is **Allow** and the secondary button is **Don't Allow**. It is not suggested to use **Cancel** as the secondary button because users will be confused about whether the permission is granted or not.

- **Explain the resources to be accessed specifically**

Provide texts to explain the resources to be accessed clearly. For example, display the user's mobile phone number to be accessed and the source of the number, or list the personal user information to be accessed.

- **Guide users to reverse the decision to grant permission**

If the user denies permission requests, you can explain the benefits of granting permissions in related scenarios and provide a link to where the user can reverse the decision.

Applicable scenarios

The following illustrate how these design principles can be applied.

Granting permissions is required

In this scenario, the user cannot enjoy the service provided by the mini program without granting permissions. To ensure that the user understands this, we suggest redirecting the user back to the previous page if the user clicks **Don't Allow**. When the user wants to use the same service, display the bottom sheet component requesting the permission again till the user grants the permission.

Granting permissions is not required

While granting permissions allows the user to have a smoother mini program experience, it is sometimes not necessary for the user to use certain mini program functions. For example, if a user grants the mini program permission to access the current location, the user would not have to manually input the address to use the function. When the user uses the same service in future, the bottom sheet component is displayed again to request the permission.

Options to ignore permission request or reverse decision

When granting the permission is not required, you can add the selection of **Do not ask again**. If the user checks the selection, the same permission request is not displayed again when the user does the same action within the mini program. However, if permissions are required for certain actions within the mini program, display the bottom sheet component to request the permission and guide the user to where the permission can be reversed.

Request permissions to link the wallet and merchant accounts

If a user has used a wallet app to sign up for a merchant mini program account, such as with an email address or phone number, the mini program can guide the user to link the mini program account with the wallet account.

Component and samples

Permissions requests are communicated to users via a bottom sheet component displayed at the bottom of the screen.

Bottom sheet

Bottom sheet is a UI component that slides from the bottom of the screen when the user makes a specific action. On the bottom sheet, the user can start a new task, make a choice, or confirm the to-do action. The bottom sheet component is significantly less disruptive than the popup modal, which appears in the middle of the screen.

The bottom sheet used to request for permissions consists of three parts:

- Mini program name: A right arrow is placed on the right of the mini program name to indicate that the mini program name is a link. The mini program name is linked to the **About Us** page.
- Requested resources: All requested resources and icons are listed clearly.
- Buttons: Display two opposite choices for users to make, such as **Allow** and **Don't Allow**.

As the mini program must request permissions each time the user uses the mini program, we suggest adding the **Remember my choice** selection so that users will not be prompted again.

Samples

Permission requests for resources on the user's mobile device

Permission requests for the user device include the access to contacts, photos, current location, microphone, Bluetooth, and so on. See the following UI samples for details.

Permission requests for the user information

User information includes the user's account, avatar, phone number, and so on. When accessing the user information, comply with the following rules:

- Explain the source of the information if required. For example, the phone number is retrieved from the phone's address book.
- Provide a button to allow users to change the information if required. For example, when accessing the user account or phone number, provide an option for the user to use another account or phone number.
- Provide a link to the terms for users as a reference.

See the following UI samples for details.

Use case

Vodapay, a digital wallet, cooperates with more merchants in the form of third-party mini programs. When users use the merchant mini program in the Vodapay wallet app for the first time, the merchant mini program requests all required permissions so that users can enjoy services provided by the mini program. At the same time, users must sign the terms provided by the merchant before using the mini program.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/design/user-permission-request

VTabs {#vtabs}

Last updated: 2022-07-03

Path: miniprogram_gcash

VTabs

2022-07-03 18:44

Tabs allow the user to switch between different views.

Vtabs

|||||| --- | --- | --- | --- || **Property** | **Description** | **Type** | **Required** || activeTab | Index of the currently active tab. | Number | Yes || tabs | tab data, including the tab title, unique list anchor value, as well as the badge type badgeType, which includes dot and text, and is not displayed if the badgeType is not set. Badge text badgeText takes effect when the badgeType is text. | Array | Yes || swipeable | An indicator of whether the tab can be swiped or not. | Boolean | Yes || tabBarActiveBgColor | tabBar background color in active status. | String | No || tabBarInactiveBgColor | tabBar background color in inactive status. | String | No || tabBarActiveTextColor | Active Tab text color of the tabBar. | String | No || tabBarInactiveTextColor | Inactive Tab text color of the tabBar. | String | No || tabBarlineColor | tabBar sideline color. | String | No || onTabClick | Callback when the tab is clicked. | (index: Number) => void | No || onChange | Trigger on vtab-content change. | (index: Number) => void | No |

Vtab-content

[View content](#)

|||||| --- | --- | --- | --- || **Property** | **Description** | **Type** | **Required** || anchor | Unique anchor value of list. | String | Yes |

Example

copy

```
{  
  "defaultTitle": "AntUI Component Library",  
  "usingComponents": {  
    "vtabs": "mini-antui/es/vtabs/index",  
    "vtab-content": "mini-antui/es/vtabs/vtab-content/index"  
  }  
}
```

copy

```
<view>  
  <vtabs  
    tabs="{{tabs}}"  
    onTabClick="handleChange"  
    onChange="onChange"  
    activeTab="{{activeTab}}"  
  >  
    <block a:for="{{tabs}}">  
      <vtab-content anchor="{{item.anchor}}">  
        <view style="border: 1px solid #eee; height: 800px; box-sizing: border-box">  
          <text>content of {{item.title}}</text>  
        </view>  
      </vtab-content>  
    </block>  
  </vtabs>  
</view>
```

copy

```
Page({  
  data: {  
    activeTab: 2,  
    tabs: [\n      { title: 'Option two', anchor: 'a', badgeType: 'dot' },\n      { title: 'Option', anchor: 'b', badgeType: 'text', badgeText: 'New' },\n      { title: 'Option three', anchor: 'c' },\n      { title: 'Option four', anchor: 'd' },\n      { title: 'Option five', anchor: 'e' },\n      { title: 'Option six', anchor: 'f' },\n    ],\n  },  
  handleChange(index) {  
    this.setData({  
      activeTab: index,  
    });  
  },
```

```
onChange(index) {
  console.log('onChange', index);
  this.setData({
    activeTab: index,
  });
},
});
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_layout-navigation_vtabs

Verify Code {#verify-code}

Last updated: 2022-07-03

Path: miniprogram_gcash

Verify Code

2022-07-03 18:44

You can use the verify-code component to display the input box of the verification code.

Note:

The verify-code is a controlled component. The component value needs to be obtained by the *onInput* event.

Sample code

See the sample codes in different languages:

.json

copy

```
{
  "defaultTitle": "Verify-code",
  "usingComponents": {
    "verify-code": "mini-ali-ui/es/verify-code/index"
  }
}
```

.axml

copy

```

<view>
  <view style="margin-top: 10px;" />
  <view style="padding: 0 10px;">verify code box</view>
  <view style="margin-top: 10px;" />
  <verify-code
    onInput="onInput"
    value="{{verifyCode}}"
    onClear="onClear"
    last="{{true}}"
    countDown="{{10}}"
    initActive="{{false}}"
    onSend="onSend"></verify-code>
</view>

```

.js

copy

```

Page({
  data: {
    verifyCode: '',
  },
  onSend() {
    my.alert({
      title: 'verify code sent',
    });
  },
  onInput(e) {
    this.setData({
      verifyCode: e.detail.value,
    });
  },
});

```

Parameters

||||| --- | --- | --- || **Property | Type | Description** || className | String | Customized class. || label | String | Customized label text. The default value is Verification Code. || labelCls | String | Customized class for the label. || inputCls | String | Customized class for the input box. || last | Boolean | An indicator of whether the input box is the last one. The default value is false. || value | String | Input box value. || name | String | Component name, which is used to obtain data by submitting the form. || placeholder | String | Placeholder. || placeholderStyle | String | Style of the placeholder. || placeholderClass | String | Style class of the placeholder. || disabled | Boolean | An indicator of whether to disable the function of clearing the verification code. The default value is false. || maxlength | Number | Maximum length of the verification code. The default value is 140. || focus | Boolean | An indicator of whether to get focus. The default value is false. || clear | Boolean | An indicator of whether to clear the input. The default value is true, and takes effect only when the value of *disabled* is false. || onInput | (e: Object) => void | The event that is triggered when users tap the keyboard. || onConfirm |

(e: Object) => void | The event that is triggered when users tap the **Done** button on the keyboard. || onFocus | (e: Object) => void | The event that is triggered when an element gets the focus. || onBlur | (e: Object) => void | The event that is triggered when an element loses the focus. || onClear | () => void | The event that is triggered when users tap the **Clear** button. || txtSend | String | Text on the send verification code button. The default value is **Send**. || txtSendAgain | String | Text on the resend verification code button. The default value is **Resend**. || txtCountDown | String | Counting down text before resending the verification code, which does not include the time. The default value is **Resend later**. || initActive | Boolean | An indicator of whether to trigger the send button actively. The default value is **false**. When the value is **true**, count down the resending time automatically after the component is initially loaded. You can set the prompt information according to your requirements. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_form_verify-code

Video Tutorial: Getting Started with Mini Programs **{#video-tutorial:-getting-started-with-mini-programs}**

Last updated: 2022-07-07

Path: miniprogram_gcash

Video Tutorial: Getting Started with Mini Programs

2022-07-07 17:08

The Mini Program Platform provides comprehensive functionalities for you to develop and manage mini programs. To have a quick start for the mini program platform, you can watch the video tutorials.

Manage mini programs

For a quick overview of how to manage mini programs, you can watch a video here:

For more information about the introduction to the Mini Program Manage functionality, see [Manage Mini programs](#).

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/getting-started/videos

Video Tutorial: Getting Started with Mini Programs {#video-tutorial:-getting-started-with-mini-programs}

Last updated: 2022-07-07

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Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/getting-started/videos?pageVersion=2

Wallet onboarding {#wallet-onboarding}

Last updated: 2022-07-07

Path: miniprogram_gcash

Wallet onboarding

2022-07-07 17:08

Onboarding checklist

For wallets and other native apps, make sure the following steps are finished before you start using the platform.

As illustrated above, the wallet onboarding process consists of the following procedures:

1. Contact us to create a Mini Program workspace for your app.

In order for us to create a workspace, you're required to provide the following:

1. Your valid business license and point of contact
2. Your APK signature, bundle ID, and package name
3. Customize your workspace.

Once your Mini Program workspace creation request is approved, you will receive a dedicated URL to access your workspace in the Mini Program Platform. You then make the following configuration settings:

1. Replace the default URL to your business domain by configuring a reverse proxy server.
2. Customize the UI by replacing the default logo/favicon with your preferred logo.
3. Customize the email service.
4. Integrate the SDK (Android and iOS).

Download the configuration guide from your Platform and follow the steps in this guide to initialize the SDK. For more information, see *AC SDK Integration Guide*.

4. Implement the standard JSAPIs.

While the SDK provides you with the core Mini Program functionality, you can get enhanced features with a customized implementation of standard JSAPIs. For instance, when a Mini Program invokes the payment function, you are recommended to launch the existing standard payment flow instead of a completely new one. For more information, see [JSAPIs](#).

5. Implement the standard Open APIs.

In addition to the client-side JSAPIs, you also need to implement the server-side APIs, in order to enable the capabilities, such as OAuth and Payment. For more information, see [Open APIs](#).

Now you can start using the Mini Program Platform.

Next steps

[Merchant onboarding](#)

Contact us

If you're interested in using Mini Programs and the Mini Program Platform, please send us an email.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/getting-started/wallet-onboarding

What's New {#what's-new}

Last updated: 2021-05-10

Path: miniprogram_gcash

What's New

2021-05-10 04:19

What's New provides you with new, enhanced or deleted product features and system capabilities.

2021.4.27

Enhanced features

In the [Quality](#) page, you can see statistics for HTTP requests, JSAPI calls, JS errors, and details of abnormal URLs.

2021.4.14

Enhanced features

In the list page of [Manage Mini Program](#), you can view the past performance, real-time analysis, and quality of each mini program and navigate to these pages.

In the detail page of a mini program, you can see the expiration time of the QR code for testing.

In the [Real-Time Analysis](#) page, you can see the success rate and error details of JSAPI calls.

Deleted features

The **Launch** feature is no longer available from the navigation menu.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/history/release-note

Workflow procedures {#workflow-procedures}

Last updated: 2024-12-24

Path: miniprogram_gcash

Workflow procedures

2024-12-24 21:43

This topic introduces the whole process that developers must go through to release a mini program.

Apply for an Account

Before developing a Mini Program, you need to create a developer account, which allows you to create, develop or publish your Mini Program.

Fill in the information, then you can finish the account creation process.

Ask the workspace admin to the role for you: Workspace Developer, Workspace Admin or Workspace Reviewer. Note that developer can develop the Mini Program, and only the Mini Program admin can create and publish the Mini Program.

Logging in

After completing the registration, log in directly at the login entry on the homepage of the Mini Program Platform.

Create a Tenant Workspace

Register a Workspace in Mini Program Development Platform (MPDP)

Step 1 Provide the information of your organization

Please provide the following information and send us email.

- Workspace Name
- Scope of Business (Please find the attachment [MCC_20190701.xlsx](#), and send us the code)
- Business Address
- Business Representative Name & Contact Email (You can provide more than one. He/She will become the primary workspace admin of the platform)

Step 2 Be patient

It will take us 5 business days to generate a workspace and customized Mini Program Studio. Please be patient and reach us if you have any question.

Step 3 Your Tenant Workspace is generated

We will send you back a confirmation email with workspace account information once the workspace is generated.

Invite members and set roles

Give members controlled access to your Workspace

You can invite other members to access your workspace. To protect your sensitive information or restrict the actions they can perform, user roles limit their access. Each member must be assigned a role(In tenant space, you can set the user to be Workspace admin, Workspace reviewer, Workspace Developer) when they are added.

Team members and user roles are managed in your workspace "Members" settings page. You can add new members individually, or invite multiple users at the same time.

The "Members: settings page only allowed for workspace admin to view and manage.

Workspace

Workspace - General

Path: Workspace Manage

||||---|---|| **Role | Authorization** || Workspace Admin | - Able to view the workspace informations. |

When you first created a Workspace by providing your company's info., our team would generate a workspace with listing all the info. you have provided on the Workspace - general tab

||||---|---|| **Field | Description** || Workspace ID | Generated by Platform. || Workspace Name | Rule of naming:

- You can't change the name after workspace is generated
- Character combination A-Z, a-z, 0-9
- No space

- Will be used as URL || Status || Business Address || Scope of Business | Select from the attachment.

 MCC_20190701.xlsx || Business Representative | The business representative will be the Workspace Admin as well. || Representative email ||

- You can contact us to request for information change.

App Manage

Path: App Manage - App detail

||| --- | --- || **Role | Authorization** || Workspace Admin | - Able to add/view App information. |

||| --- | --- || **Field | Description** || Mini Program Accessing Key | Mini Program Accessing Key:

An unique key allowing container SDKs to access Mini Program data through SaaS. || Mini Program Upload Key | Mini Program Upload Key:

- An unique key allowing Mini Program Bundles to build and upload to the Console.
- Container verification.

When you are ready to publish your mini program, you need to sign yourCopy mini program and upload it to a workspace portal. |

Members

For more information, see Workspace member roles.

Path: Workspace - Members

||| --- | --- || **Role | Authorization** || Workspace Admin | - Able to add/view the member(s).

- Able to set member(s) as other roles. |

||| --- | --- || **Field | Description** || Member's login email | User's registered email. || Username ||| Role | Workspace roles:

Workspace Developer,

Workspace Admin,

Workspace Reviewer.

- When users first join the workspace, he/she would assign as Developer (Assigned to Mini Program: unassigned), Workspace Admin could set him/her as other roles, such as Workspace Admin;

Mini program Admin(Assigned to Mini Program: unassigned): Able to create a new mini program. || Status | Member Status:

1. Active; corresponding action: block.

2. Inactive; corresponding action: unblock.

- Even the user got blocked, he/she could still log into the console. But the user would not able to access to the workspace and mini program on the console and Mini Program Studio. || Start Date | When user first joined the workspace. || Action | - Set as

Workspace Admin/Workspace Reviewer/Workspace Developer.

- Block ,

Confirm notification: If the member has been blocked, he/she will not be able to view or operate all mini programs he/she has been joined.

Are you sure you want to block the member?

- Unblock , Confirm notification: If you unblock the member, he/she will be able to view or operate all mini programs he/she has been joined.

Are you sure you want to unblock the member? |

Approvals

Path: Approvals

||||---|---|| **Role | Authorization** || Workspace Admin | - Able to view the approval list.

- Able to approve/reject application(s). || Workspace Reviewer | - Able to view the approval list.

- Able to approve/reject application(s). |

|||||---|---|---|---|| **Reviewing Category | English Title | Initiator Role | Approver Role** || Mini Program Publishing | Apply for publishing review | Mini Program Admin | Workspace Admin || Mini Program Removal | Apply for removal | Mini Program Admin | Workspace Admin |

||||---|---|| **Field | Description** || Title | Title:

Apply for publishing review.

Apply for removal.

- Click to direct to the application page. || Category | Reviewing Category:

Member requests,

Launch/Publishing,

Removal,

Feature activation. || Mini Program name | Mini Program name. || Version | Mini Program version. || Applicant | Initiator role: Mini Program Admin. || Created | Application created time. || Finish time | Application reviewed time. || Status | Review Status

In Review:

- After applicant submitted the application and before the reviewing.

Approved:

- After Approver reviewed.

Rejected:

- After Approver reviewed.

Withdrawn:

- Before the approver reviewed, the applicant could withdraw the application. |

More information

Overview

Member Role and Authorization

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/workflow-procedures

Workspace member roles {#workspace-member-roles}

Last updated: 2022-07-07

Path: miniprogram_gcash

Workspace member roles

2022-07-07 17:08

This topic provides you with an overview of the member roles and the main duties of roles in the tenant workspace and developer workspace. Before you dive into the following sections, check the definitions below:

- **Tenant workspace** is where native apps manage their mini programs.
- **Developer workspace** is where merchants manage their mini programs.

Overview

A role is a set of defined access permissions. It can be used to grant authorizations to members who join a workspace on Mini Program Platform. Based on the assigned role, a member can perform specific operations in the workspace.

Default roles

There are total seven roles on Mini Program Platform:

For more details about each role, see the following sections.

Tenant workspace

The tenant workspace has four roles that can be assigned to members:

- **Workspace Admin** is the super administrator in charge of workspaces and the whole life cycle of mini programs of the native app, who is usually the first one to apply for joining the platform. Workspace admin can invite members to join the platform and assign roles to members. In addition, the role can also see mini programs of merchants.
- **Workspace Reviewer** is responsible for approvals from the native app and merchants, including requests related to mini programs and marketing. The role needs to review whether requests are in compliance with the local regulatory requirements.

- **Workspace Developer** is responsible for developing and releasing mini programs. The role can also add features for mini programs and JS APIs to Mini Program Platform.
- **Workspace Operator** is responsible for managing the operation and marketing of mini programs.

Wallet members can access different operations based on assigned roles. For more information, see [Member role authorization in tenant workspace](#).

Developer workspace

The developer workspace has three roles that can be assigned to members:

- **Developer Admin** is the super administrator in charge of the whole life cycle of mini programs of a merchant, who is usually the first one to apply for joining the platform as a merchant. Developer admin can invite members to join the platform and assign roles to members
- **Developer** is responsible for developing and releasing mini programs. The role can also monitor the quality and performance of mini programs.
- **Operator** is responsible for managing the operation and marketing of mini programs.

Merchant members can access different operations based on assigned roles. For more information, see [Member role authorization in developer workspace](#).

More information

[Workflow procedures](#)

[How to manage mini programs](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/platform/member-role

api/device/battery/getbatteryinfo {#api/device/battery/getbatteryinfo}

Path: miniprogram_gcash

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_battery_getbatteryinfo

api/event/onappshow {#api/event/onappshow}

Path: miniprogram_gcash

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_event_onappshow

api/ui/feedback/confirm {#api/ui/feedback/confirm}

Path: miniprogram_gcash

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_ui_feedback_confirm

api/ui/navbar/hidenavigationbarloading {#api/ui/navbar/hidenavigationbarloading}

Path: miniprogram_gcash

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_ui_navigationbar_hidenavigationbarloading

app-container {#app-container}

Path: miniprogram_gcash

404 Not Found

Sorry, the page you visited does not exist.

traceId: 21b1c25c17474850311331803ef3bb

Go Back

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/app-container

button {#button}

Last updated: 2022-07-03

Path: miniprogram_gcash

button

2022-07-03 18:44

Button.

||||| --- | --- | --- || **Property** | **Type** | **Default** | **Description** || size | String | default | Effective value default, mini. || type | String | default | Button style type, effective value primary, default, warn. || plain | Boolean | false | Hollow or not. || disabled | Boolean | false | Disable or not. || loading | Boolean | false | Button text preceded with loading icon or not. || hover-class | String | button-hover | Button pressed style class hover-class="none" indicates no pressed effect. || hover-start-time | Number | 20 | Pressed status shown in a period after being pressed, in milliseconds. || hover-stay-time | Number | 70 | Pressed status retention time after release, in milliseconds. || form-type | String || Effective value submit and reset, used for component, clicking triggers submit/reset event respectively. || onTap | EventHandle | Click. || open-type | String || Open ability. || scope | String || Valid when open-type is getAuthorize. |

The Valid Value of open-type

||||| --- | --- || **Value** | **Description** || getAuthorize | Support for Mini Program authorization. |

The Valid Value of Scope

When open-type is getAuthorize , we can set scope to the following value:

||||| --- | --- || **Value** | **Description** || userInfo | Get user basic information. || phoneNumber | Get user's phone number. |

Screenshot

Sample Code

copy

```
<view class="page">
  <view class="section">
    <view class="title">Type</view>
    <button type="default">default</button>
    <button type="primary">primary</button>
    <button type="warn">warn</button>
  </view>
  <view class="section" style="background:#ddd;">
    <view class="title">Misc</view>
    <button type="default" plain>plain</button>
    <button type="default" disabled>disabled</button>
    <button type="default" loading={{true}}>loading</button>
    <button type="default" hover-class="red">hover-red</button>
  </view>
  <view class="section">
    <view class="title">Size</view>
    <button type="default" size="mini">mini</button>
```

```

</view>
<view class="section">
  <view class="title">Type</view>
  <form onSubmit="onSubmit" onReset="onReset">
    <button form-type="submit">submit</button>
    <button form-type="reset">reset</button>
  </form>
</view>
</view>

```

九色鹿

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_form-component_button

button {#button}

Last updated: 2021-05-09

Path: miniprogram_gcash

button

2021-05-09 18:43

Button.

Scan QR code to try:

Property	Type	Description
size	String	default
Effective value default, mini.	type	String
primary, default, warn.	default	Button style type, effective value
plain	Boolean	false
Hollow or not.	disabled	Boolean
false	Disable	or not.
loading	Boolean	false
Button text preceded with loading icon	hover-class	String
or not.	button-hover	Button pressed style class hover-
class="none"	indicates no pressed effect.	pressed effect.
effective value	hover-start-time	Number
start time after being pressed, in milliseconds.	20	Pressed status
shown in a period after being pressed, in milliseconds.	hover-stay-time	Number
retention time after release, in milliseconds.	70	Pressed status
time after release, in milliseconds.	form-type	String
Effective value submit and reset, used for component, clicking triggers submit/reset event		
respectively.	onTap	EventHandle
Open ability.	Click.	
scope	open-type	String
Valid when open-type is getAuthorize.		

The Valid Value of open-type

Value	Description
getAuthorize	Support for Mini Program authorization.

The Valid Value of Scope

When open-type is `getAuthorize`, we can set scope to the following value:

Value	Description
<code>userInfo</code>	Get user basic information.
<code>phoneNumber</code>	Get user's phone number.

Screenshot

Sample Code

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<view class="page">
  <view class="section">
    <view class="title">Type</view>
    <button type="default">default</button>
    <button type="primary">primary</button>
    <button type="warn">warn</button>
  </view>
  <view class="section" style="background:#ddd;">
    <view class="title">Misc</view>
    <button type="default" plain>plain</button>
    <button type="default" disabled>disabled</button>
    <button type="default" loading={{true}}>loading</button>
    <button type="default" hover-class="red">hover-red</button>
  </view>
  <view class="section">
    <view class="title">Size</view>
    <button type="default" size="mini">mini</button>
  </view>
  <view class="section">
    <view class="title">Type</view>
    <form onSubmit="onSubmit" onReset="onReset">
      <button form-type="submit">submit</button>
      <button form-type="reset">reset</button>
    </form>
  </view>
</view>
```

九色鹿

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_form-component_button

canvas {#canvas}

Last updated: 2022-07-03

Path: miniprogram_gcash

canvas

2022-07-03 18:44

Canvas.

||||| --- | --- | --- | --- || **Property** | **Type** | **Default** | **Description** || id | String || Unique component identifier. || style | String ||| class | String ||| width | String | canvas width attribute ||| height | String | canvas height attribute ||| disable-scroll | Boolean | false | Forbid screen scroll and pull-to-refresh. || onTap | EventHandle || Click. || onTouchStart | EventHandle || Touch action start. || onTouchMove | EventHandle || Move after touch. ||| onTouchEnd | EventHandle || Touch action end. || onTouchCancel | EventHandle || Touch action interrupted, such as incoming call reminder, pop-up. || onLongTap | EventHandle || Trigger on long-press for 500ms, thereafter move action does not trigger screen scroll. |

Note:

- The canvas tab has default width 300px and height 225px
- On the same page, the id cannot be repeated.
- For finer displaying in higher dpr, use the attribute settings to zoom in and use the style to zoom out the canvas. for example:

copy

```
<!-- getSystemInfoSync().pixelRatio === 2 -->
<canvas width="200" height="200" style="width:100px;height:100px;" />
```

Screenshot

Sample Code

copy

```
<canvas
  id="canvas"
  class="canvas"
  onTouchStart="log"
  onTouchMove="log"
  onTouchEnd="log"
/>
```

copy

```
Page({
  onReady() {
```

```
this.point = {
    x: Math.random() * 295,
    y: Math.random() * 295,
    dx: Math.random() * 5,
    dy: Math.random() * 5,
    r: Math.round(Math.random() * 255 | 0),
    g: Math.round(Math.random() * 255 | 0),
    b: Math.round(Math.random() * 255 | 0),
};
this.interval = setInterval(this.draw.bind(this), 17);
},
draw() {
    var ctx = my.createCanvasContext('canvas');
    ctx.fillStyle('#FFF');
    ctx.fillRect(0, 0, 305, 305);
    ctx.beginPath();
    ctx.arc(this.point.x, this.point.y, 10, 0, 2 * Math.PI);
    ctx.fillStyle("rgb(" + this.point.r + ", " + this.point.g + ",
" + this.point.b + ")");
    ctx.fill();
    ctx.draw();
    this.point.x += this.point.dx;
    this.point.y += this.point.dy;
    if (this.point.x <= 5 || this.point.x >= 295) {
        this.point.dx = -this.point.dx;
        this.point.r = Math.round(Math.random() * 255 | 0);
        this.point.g = Math.round(Math.random() * 255 | 0);
        this.point.b = Math.round(Math.random() * 255 | 0);
    }
    if (this.point.y <= 5 || this.point.y >= 295) {
        this.point.dy = -this.point.dy;
        this.point.r = Math.round(Math.random() * 255 | 0);
        this.point.g = Math.round(Math.random() * 255 | 0);
        this.point.b = Math.round(Math.random() * 255 | 0);
    }
},
drawBall() {
},
log(e) {
    if (e.touches && e.touches[0]) {
        console.log(e.type, e.touches[0].x, e.touches[0].y);
    } else {
        console.log(e.type);
    }
},
onUnload() {
    clearInterval(this.interval)
}
})
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_canvas_canvas

canvas {#canvas}

Last updated: 2021-05-09

Path: miniprogram_gcash

canvas

2021-05-09 18:43

Canvas.

Scan QR code to try:

Property	Type	Description
id	String	Unique component identifier.
style	String	width
class	String	canvas width attribute
width	String	height
canvas height attribute	String	disable-scroll
Boolean	false	Forbid screen scroll and pull-to-refresh.
onTap	EventHandle	Click.
onTouchStart	EventHandle	Touch action start.
onTouchMove	EventHandle	Move after touch.
onTouchEnd	EventHandle	Touch action end.
onTouchCancel	EventHandle	Touch action interrupted, such as incoming call reminder, pop-up.
onLongTap	EventHandle	Trigger on long-press for 500ms, thereafter move action does not trigger screen scroll.

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<!-- getSystemInfoSync().pixelRatio === 2 -->
<canvas width="200" height="200" style="width:100px;height:100px;" />
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Screenshot

Sample Code

copy

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<canvas
  id="canvas"
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  onTouchStart="log"
  onTouchMove="log"
  onTouchEnd="log"
/>

copy

Page({
  onReady() {
    this.point = {
      x: Math.random() * 295,
      y: Math.random() * 295,
      dx: Math.random() * 5,
      dy: Math.random() * 5,
      r: Math.round(Math.random() * 255 | 0),
      g: Math.round(Math.random() * 255 | 0),
      b: Math.round(Math.random() * 255 | 0),
    };
    this.interval = setInterval(this.draw.bind(this), 17);
  },
  draw() {
    var ctx = my.createCanvasContext('canvas');
    ctx.fillStyle('#FFF');
    ctx.fillRect(0, 0, 305, 305);
    ctx.beginPath();
    ctx.arc(this.point.x, this.point.y, 10, 0, 2 * Math.PI);
    ctx.fillStyle("rgb(" + this.point.r + ", " + this.point.g + ",
" + this.point.b + ")");
    ctx.fill();
    ctx.draw();
    this.point.x += this.point.dx;
    this.point.y += this.point.dy;
    if (this.point.x <= 5 || this.point.x >= 295) {
      this.point.dx = -this.point.dx;
      this.point.r = Math.round(Math.random() * 255 | 0);
      this.point.g = Math.round(Math.random() * 255 | 0);
      this.point.b = Math.round(Math.random() * 255 | 0);
    }
    if (this.point.y <= 5 || this.point.y >= 295) {
      this.point.dy = -this.point.dy;
      this.point.r = Math.round(Math.random() * 255 | 0);
      this.point.g = Math.round(Math.random() * 255 | 0);
      this.point.b = Math.round(Math.random() * 255 | 0);
    }
  },
  drawBall() {
  },
  log(e) {
    if (e.touches && e.touches[0]) {
```

```

        console.log(e.type, e.touches[0].x, e.touches[0].y);
    } else {
        console.log(e.type);
    }
},
onUnload() {
    clearInterval(this.interval)
}
)

```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_canvas_canvas

checkbox {#checkbox}

Last updated: 2021-05-09

Path: miniprogram_gcash

checkbox

2021-05-09 18:43

Scan QR code to try:

checkbox-group

Multiple selector group

||||| --- | --- | --- || **Property** | **Type** | **Description** || name | String | Component name, used to form submission to get data. || onChange | EventHandle | Trigger on change of checked item, detail = {value: Value of the checked checkbox item}. |

checkbox

Multiple choice

||||| --- | --- | --- | --- || **Property** | **Type** | **Default** | **Description** || value | String || Component value, value carried in change event when checked. || checked | Boolean | false | Checked or not, used to set checked by default. || disabled | Boolean | false | Disable or not. || onChange | EventHandle || Trigger on change of component, detail = {value: Is the checkbox checked or not}. || color | Color || Checkbox color. |

Screenshot

Sample Code

copy

```
// acss
.checkbox {
  display: block;
  margin-bottom: 20rpx;
}
.checkbox-text {
  font-size: 34rpx;
  line-height: 1.2;
}
```

copy

```
<checkbox-group onChange="onChange">
  <label class="checkbox" a:for="{{items}}>
    <checkbox value="{{item.name}}" checked="{{item.checked}}"
disabled="{{item.disabled}} />
    <text class="checkbox-text">{{item.value}}</text>
  </label>
</checkbox-group>
```

copy

```
Page({
  data: {
    items: [
      {name: 'angular', value: 'AngularJS'}, \
      {name: 'react', value: 'React', checked: true}, \
      {name: 'polymer', value: 'Polymer'}, \
      {name: 'vue', value: 'Vue.js'}, \
      {name: 'ember', value: 'Ember.js'}, \
      {name: 'backbone', value: 'Backbone.js', disabled: true}, \
    ],
  },
  onChange(e) {
    my.alert({
      title: `You are selecting the framework ${e.detail.value}`,
    });
  },
});
```

九色鹿

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_form-component_checkbox

checkbox {#checkbox}

Last updated: 2022-07-03

Path: miniprogram_gcash

checkbox

2022-07-03 18:44

checkbox-group

Multiple selector group

||||| --- | --- | --- || **Property** | **Type** | **Description** || name | String | Component name, used to form submission to get data. || onChange | EventHandle | Trigger on change of checked item, detail = {value: Value of the checked checkbox item}. |

checkbox

Multiple choice

||||| --- | --- | --- | --- || **Property** | **Type** | **Default** | **Description** || value | String || Component value, value carried in change event when checked. || checked | Boolean | false | Checked or not, used to set checked by default. || disabled | Boolean | false | Disable or not. || onChange | EventHandle || Trigger on change of component, detail = {value: Is the checkbox checked or not}. || color | Color || Checkbox color. |

Screenshot

Sample Code

copy

```
// acss
.checkbox {
  display: block;
  margin-bottom: 20rpx;
}
.checkbox-text {
  font-size: 34rpx;
  line-height: 1.2;
}
```

copy

```
<checkbox-group onChange="onChange">
  <label class="checkbox" a:for="{{items}}>
    <checkbox value="{{item.name}}" checked="{{item.checked}}"
disabled="{{item.disabled}}>
    <text class="checkbox-text">{{item.value}}</text>
  </label>
</checkbox-group>
```

copy

```
Page({
  data: {
    items: [
      {name: 'angular', value: 'AngularJS'}, \
      {name: 'react', value: 'React', checked: true}, \
      {name: 'polymer', value: 'Polymer'}, \
      {name: 'vue', value: 'Vue.js'}, \
      {name: 'ember', value: 'Ember.js'}, \
      {name: 'backbone', value: 'Backbone.js', disabled: true}, \
    ],
  },
  onChange(e) {
    my.alert({
      title: `You are selecting the framework ${e.detail.value}`,
    });
  },
});
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_form-component_checkbox

component/form-component/label {#component/form-component/label}

Path: miniprogram_gcash

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_form-component_label

develop-miniprogram {#develop-miniprogram}

Path: miniprogram_gcash

404 Not Found

Sorry, the page you visited does not exist.

traceId: 218402da17474851391032157e7fc3

[Go Back](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/develop-miniprogram

error/codes {#error/codes}

Path: miniprogram_gcash

404 Not Found

Sorry, the page you visited does not exist.

traceId: 21b1c24e17474850757413388e8609

[Go Back](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/error_codes

extended-component/others/loading {#extended-component/others/loading}

Path: miniprogram_gcash

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/extended-component_others_loading

form {#form}

Last updated: 2022-07-03

Path: miniprogram_gcash

form

2022-07-03 18:44

Form, used to submit the user entry textarea, switch, input, checkbox-group, slider, radio-group, picker and other components in the component.

Clicking the button component with “form” form and “form-type” as “submit” causes submission of the “value” value in the form component. It is required to add “name” in the form component as the key.

```
||||| --- | --- | --- || Property | Type | Description || onSubmit | EventHandle | Carrying  
data in form triggers submit event, event.detail = {value : {'name': 'dao14'}}, buttonTarget:  
{'dataset': 'buttonDataset'} } . || onReset | EventHandle | Trigger reset event upon form  
reset. |
```

Screenshot

Sample Code

copy

```
<form onSubmit="formSubmit" onReset="formReset">  
  <view class="section section_gap">  
    <view class="section_title">switch</view>  
    <switch name="switch"/>  
  </view>  
  <view class="section section_gap">  
    <view class="section_title">slider</view>  
    <slider name="slider" show-value ></slider>  
  </view>  
  <view class="section">  
    <view class="section_title">input</view>  
    <input name="input" placeholder="please input here" />  
  </view>  
  <view class="section section_gap">  
    <view class="section_title">radio</view>  
    <radio-group name="radio-group">  
      <label><radio value="radio1"/>radio1</label>  
      <label><radio value="radio2"/>radio2</label>  
    </radio-group>  
  </view>  
  <view class="section section_gap">  
    <view class="section_title">checkbox</view>  
    <checkbox-group name="checkbox">  
      <label><checkbox value="checkbox1"/>checkbox1</label>  
      <label><checkbox value="checkbox2"/>checkbox2</label>  
    </checkbox-group>  
  </view>  
  <view class="btn-area">  
    <button formType="submit">Submit</button>  
    <button formType="reset">Reset</button>  
  </view>  
</form>
```

copy

```
Page({
  formSubmit: function(e) {
    console.log('form has a submit event, carrying data ', e.detail.value)
  },
  formReset: function() {
    console.log('form has a reset event')
  }
})
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_form-component_form

form {#form}

Last updated: 2021-05-09

Path: miniprogram_gcash

form

2021-05-09 18:43

Form, used to submit the user entry textarea, switch, input, checkbox-group, slider, radio-group, picker and other components in the component.

Clicking the button component with “form” form and “form-type” as “submit” causes submission of the “value” value in the form component. It is required to add “name” in the form component as the key.

Scan QR code to try:

||||| --- | --- | --- || **Property** | **Type** | **Description** || onSubmit | EventHandle | Carrying data in form triggers submit event, event.detail = {value : {'name': 'dao14'}, buttonTarget: {'dataset': 'buttonDataset'} } . || onReset | EventHandle | Trigger reset event upon form reset. |

Screenshot

Sample Code

copy

```
<form onSubmit="formSubmit" onReset="formReset">
  <view class="section section_gap">
```

```

<view class="section__title">switch</view>
<switch name="switch"/>
</view>
<view class="section section_gap">
  <view class="section__title">slider</view>
  <slider name="slider" show-value ></slider>
</view>
<view class="section">
  <view class="section__title">input</view>
  <input name="input" placeholder="please input here" />
</view>
<view class="section section_gap">
  <view class="section__title">radio</view>
  <radio-group name="radio-group">
    <label><radio value="radio1"/>radio1</label>
    <label><radio value="radio2"/>radio2</label>
  </radio-group>
</view>
<view class="section section_gap">
  <view class="section__title">checkbox</view>
  <checkbox-group name="checkbox">
    <label><checkbox value="checkbox1"/>checkbox1</label>
    <label><checkbox value="checkbox2"/>checkbox2</label>
  </checkbox-group>
</view>
<view class="btn-area">
  <button formType="submit">Submit</button>
  <button formType="reset">Reset</button>
</view>
</form>

```

copy

```

Page({
  formSubmit: function(e) {
    console.log('form has a submit event, carrying data ',
e.detail.value)
  },
  formReset: function() {
    console.log('form has a reset event')
  }
})

```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_form-component_form

getApp {#getapp}

Last updated: 2022-07-03

Path: miniprogram_gcash

getApp

2022-07-03 18:44

A global `getApp()` function is available for obtaining the instance of currently running Mini Program. This is generally used in page to get the top-level app.

copy

```
var app = getApp()  
console.log(app.globalData) // Get globalData
```

Note:

- Do not call `getApp()` in `App()`. Instead, use `this` to get the app instance.
- After the instance is obtained with `getApp()`, do not call the lifecycle function of App.
- Please distinguish App global data and Page global data.

The global data can be set in `App()`. The individual sub-pages can get the global application instance through the global function `getApp()`. Here is an example.

copy

```
// app.js  
App({  
  globalData: 1  
)
```

copy

```
// a.js  
// localValue effective only in a.js  
var localValue = 'a'  
// generating app instance  
var app = getApp()  
// get global data and change it  
app.globalData++
```

copy

```
// b.js  
// localValue effective only in b.js  
var localValue = 'b'  
// if a.js runs first, the globalData returns 2  
console.log(getApp().globalData)
```

In the codes shown above, both the `a.js` and `b.js` have declared the variable `localValue`, but they will not affect each other, because the variable and function of each script take effect only in their own scope.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_app_getapp

getApp {#getapp}

Last updated: 2021-05-09

Path: miniprogram_gcash

getApp

2021-05-09 18:43

A global `getApp()` function is available for obtaining the instance of currently running Mini Program. This is generally used in page to get the top-level app.

copy

```
var app = getApp()
console.log(app.globalData) // Get.globalData
```

Note:

- Do not call `getApp()` in `App()`. Instead, use `this` to get the app instance.
- After the instance is obtained with `getApp()`, do not call the lifecycle function of `App`.
- Please distinguish App global data and Page global data.

The global data can be set in `App()`. The individual sub-pages can get the global application instance through the global function `getApp()`. Here is an example.

copy

```
// app.js
App({
  globalData: 1
})
```

copy

```
// a.js
// localValue effective only in a.js
var localValue = 'a'
// generating app instance
var app = getApp()
```

```
// get global data and change it
app.globalData++

copy

// b.js
// localValue effective only in b.js
var localValue = 'b'
// if a.js runs first, the globalData returns 2
console.log(getApp().globalData)
```

In the codes shown above, both the `a.js` and `b.js` have declared the variable `localValue`, but they will not affect each other, because the variable and function of each script take effect only in their own scope.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_app_getapp

getCurrentPages {#getcurrentpages}

Last updated: 2021-05-10

Path: miniprogram_gcash

getCurrentPages

2021-05-10 03:43

`getCurrentPages()` is used to get the instance of the page stack, it will return an array of page. The first element is the home page, and the last element is the current page.

The framework maintains the current pages by stack. And the relationship of routing switch and page stack is shown in the following table.

	--	---		Routing Page Stack Behavior	Initialization Push new page into stack.
	Open a new page Push new page into stack.		Redirect of page Pop current page from stack and push new page into stack.	Page returned Pop current page from stack.	Tab switch Pop all pages from stack except the new tab page.

Following codes can help to detect whether current stack reaches 5 layer of pages.

```
copy

if (getCurrentPages().length === 5) {
    my.redirectTo({
        url: '/pages/logs/logs'
    });
} else {
    my.navigateTo({
```

```

        url: '/pages/index/index'
    });
}

```

Note: do not try to modify the page stack, or error about page routing and page status may happen.

FAQ

Q: How to get the path of current page by `getCurrentPages()`?

A: `JSON.stringify(getCurrentPages()[0].__proto__.route)` can get the path of current page.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/framework_page_getcurrentpages

getCurrentPages {#getcurrentpages}

Last updated: 2022-07-03

Path: miniprogram_gcash

getCurrentPages

2022-07-03 18:44

`getCurrentPages()` is used to get the instance of the page stack, it will return an array of page. The first element is the home page, and the last element is the current page.

The framework maintains the current pages by stack. And the relationship of routing switch and page stack is shown in the following table.

	--	---	Routing Page Stack Behavior	Initialization	Push new page into stack.	
	Open a new page	Push new page into stack.	Redirect of page	Pop current page from stack and push new page into stack.	Page returned	Pop current page from stack.
	Tab switch	Pop all pages from stack except the new tab page.				

Following codes can help to detect whether current stack reaches 5 layer of pages.

copy

```

if (getCurrentPages().length === 5) {
    my.redirectTo({
        url: '/pages/logs/logs'
    });
} else {
    my.navigateTo({

```

```

        url: '/pages/index/index'
    });
}

```

Note: do not try to modify the page stack, or error about page routing and page status may happen.

FAQ

Q: How to get the path of current page by `getCurrentPages()`?

A: `JSON.stringify(getCurrentPages()[0].__proto__.route)` can get the path of current page.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/framework_page_getcurrentpages

icon {#icon}

Last updated: 2021-05-09

Path: miniprogram_gcash

icon

2021-05-09 18:43

Icon.

Scan QR code to try:

Property	Type	Default	Description
type	String	Icon type, effective value: info, warn, waiting, cancel, download, search, clear, success, success_no_circle, loading.	Icon type, effective value: info, warn, waiting, cancel, download, search, clear, success, success_no_circle, loading.
size	Number	23	Icon size, in px.
color	Color	Icon color, same as css color.	Icon color, same as css color.

Screenshot

Sample Code

copy

```

<block a:for="{{iconType}}>
  <view class="item">
    <icon type="{{item}}" aria-label="{{item}}" size="45"/>

```

```

<text>{{item}}</text>
</view>
</block>
<block a:for="{{iconSize}}">
<view class="item">
  <icon type="success" size="{{item}}"/>
  <text>{{item}}</text>
</view>
</block>
<block a:for="{{iconColor}}">
<view class="item">
  <icon type="success" size="45" color="{{item}}"/>
  <text style="color:{{item}}">{{item}}</text>
</view>
</block>

```

copy

```

Page({
  data: {
    iconSize: [20, 30, 40, 50, 60],
    iconColor: [
      'red', 'yellow', 'blue', 'green'
    ],
    iconType: [
      'success',
      'info',
      'warn',
      'waiting',
      'clear',
      'success_no_circle',
      'download',
      'cancel',
      'search'
    ]
  }
})

```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_basic-content_icon

icon {#icon}

Last updated: 2022-07-03

Path: miniprogram_gcash

icon

2022-07-03 18:44

Icon.

||||| --- | --- | --- | --- || **Property** | **Type** | **Default** | **Description** || type | String || Icon type, effective value: info, warn, waiting, cancel, download, search, clear, success, success_no_circle, loading. || size | Number | 23 | Icon size, in px. || color | Color || Icon color, same as css color. |

Screenshot

Sample Code

copy

```
<block a:for="{{iconType}}>
  <view class="item">
    <icon type="{{item}}" aria-label="{{item}}" size="45"/>
    <text>{{item}}</text>
  </view>
</block>
<block a:for="{{iconSize}}>
  <view class="item">
    <icon type="success" size="{{item}}"/>
    <text>{{item}}</text>
  </view>
</block>
<block a:for="{{iconColor}}>
  <view class="item">
    <icon type="success" size="45" color="{{item}}"/>
    <text style="color:{{item}}">{{item}}</text>
  </view>
</block>
```

copy

```
Page({
  data: {
    iconSize: [20, 30, 40, 50, 60],
    iconColor: [
      'red', 'yellow', 'blue', 'green'
    ],
    iconType: [
      'success',
      'info',
      'warn',
      'waiting',
      'clear',
      'success_no_circle',
      'download',
      'cancel',
    ]
  }
})
```

```

        'search', \
    ]
}
})

```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_basic-content_icon

image {#image}

Last updated: 2022-07-03

Path: miniprogram_gcash

image

2022-07-03 18:44

Image

Property	Type	Description
src	String	Image address.
mode	String	scaleToFill Image mode.
class	String	external style
style	String	Inline style
onLoad	EventHandle	Trigger upon image loading completion, event object event.detail = {height:'image height px', width:'image width px'}. onError
onError	EventHandle	Trigger on image loading error, event object event.detail = {errMsg: 'something wrong'}. onTap
onTap	EventHandle	Triggered when clicking on an image, and pass click events to the parent component. catchTap
catchTap	EventHandle	Triggered when clicking on an image, and do not pass click events to the parent component.

Note: The image component has default width 300px and height 225px

Mode

There are 13 modes, 4 of which are scaling mode and 9 are cropping mode.

Scaling Mode

Property	Description
scaleToFill	Scale without aspect ratio and stretch image width to fill the image element.
aspectFit	Scale with aspect ratio and show fully long side In other words, the whole image is displayed in full.
aspectFill	Scale with aspect ratio and ensure short side to be displayed fully. In other words, the image is complete in horizontal or vertical direction, and the other direction is cropped.
widthFix	Width not changed and height changed automatically with aspect ratio unchanged.

Cropping Mode

||||---|---|| **Property | Description** || top | Not scaling image, showing only top area. || bottom | Not scaling image, showing only bottom area. || center | Not scaling image, showing only central area. || left | Not scaling image, showing only left area. || right | Not scaling image, showing only right area. || top left | Not scaling image, showing only top left area. || top right | Not scaling image, showing only top right area. || bottom left | Not scaling image, showing only bottom left area. || bottom right | Not scaling image, showing only bottom right area. |

Note: The image height cannot be set as auto. If the image height has to be auto, just set mode as widthFix.

Sceenshot

Original Image

scaleToFill

Fit image completely without maintaining aspect ratio

aspectFit

Scale with aspect ratio and show fully long side

aspectFill

Scale with aspect ratio and ensure short side to be displayed fully.

widthFix

Width not changed and height changed automatically with aspect ratio unchanged

top

Not scaling image and showing only top area

bottom

Not scaling image and showing only bottom area

center

Not scaling image and showing only central area

left

Not scaling image and showing only left area

right

Not scaling image and showing only right area

top left

Not scaling image and showing only top left area

top right

Not scaling image and showing only right top area

bottom left

Not scaling image and showing only bottom left area

bottom right

Not scaling image and showing only bottom right area

Sample Code

copy

```
<view class="section" a:for="{{array}}" a:for-item="item">
  <view class="title">{{item.text}}</view>
  <image style="background-color: #eeeeee; width: 300px;
height:300px;" mode="{{item.mode}}" src="{{src}}" onError="imageError"
onLoad="imageLoad" />
</view>
```

copy

```
Page({
  data: {
    array: [\
      mode: 'scaleToFill',\
      text: 'scaleToFill: scale without aspect ratio and fit image
completely'\
    ], {\
      mode: 'aspectFit',\
      text: 'aspectFit: scale with aspect ratio and show fully long
side'\
    }, {\
      mode: 'aspectFill',\
      text: 'aspectFill: scale with aspect ratio and ensure short side
to be displayed fully.'\
    }, {\
      mode: 'top',\
      text: 'top: Not scaling image, showing only top area'\
    }
  }
})
```

```

    }, {
      mode: 'bottom', \
      text: 'bottom: Not scaling image, showing only bottom area' \
    }, {
      mode: 'center', \
      text: 'center: Not scaling image, showing only central area' \
    }, {
      mode: 'left', \
      text: 'left: Not scaling image, showing only left area' \
    }, {
      mode: 'right', \
      text: 'right: Not scaling image, showing only right area' \
    }, {
      mode: 'top left', \
      text: 'top left: Not scaling image, showing only top left area' \
    }, {
      mode: 'top right', \
      text: 'top right: Not scaling image, showing only top right
area' \
    }, {
      mode: 'bottom left', \
      text: 'bottom left: Not scaling image, showing only bottom left
area' \
    }, {
      mode: 'bottom right', \
      text: 'bottom right: Not scaling image, showing only bottom
right area' \
    }],
    src: './2.png'
  },
  imageError: function (e) {
    console.log('image3 error happened', e.detailerrMsg)
  },
  imageLoad: function (e) {
    console.log('image loaded successfully', e);
  }
})

```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_multimedia_image

image {#image}

Last updated: 2021-05-09

Path: miniprogram_gcash

image

2021-05-09 18:43

Image

Scan QR code to try:

```
||||| --- | --- | --- | --- || Property | Type | Default | Description || src | String || Image address. || mode | String | scaleToFill | Image mode. || class | String | external style || style | String | Inline style ||| onLoad | EventHandle || Trigger upon image loading completion, event object event.detail = {height:'image height px', width:'image width px'}. || onError | EventHandle || Trigger on image loading error, event object event.detail = {errMsg: 'something wrong'}. || onTap | EventHandle || Triggered when clicking on an image, and pass click events to the parent component. || catchTap | EventHandle || Triggered when clicking on an image, and do not pass click events to the parent component. |
```

Note: The image component has default width 300px and height 225px

Mode

There are 13 modes, 4 of which are scaling mode and 9 are cropping mode.

Scaling Mode

```
||||| --- | --- || Property | Description || scaleToFill | Scale without aspect ratio and stretch image width to fill the image element. || aspectFit | Scale with aspect ratio and show fully long side In other words, the whole image is displayed in full. || aspectFill | Scale with aspect ratio and ensure short side to be displayed fully. In other words, the image is complete in horizontal or vertical direction, and the other direction is cropped. || widthFix | Width not changed and height changed automatically with aspect ratio unchanged. |
```

Cropping Mode

```
||||| --- | --- || Property | Description || top | Not scaling image, showing only top area. | bottom | Not scaling image, showing only bottom area. || center | Not scaling image, showing only central area. || left | Not scaling image, showing only left area. || right | Not scaling image, showing only right area. || top left | Not scaling image, showing only top left area. || top right | Not scaling image, showing only top right area. || bottom left | Not scaling image, showing only bottom left area. || bottom right | Not scaling image, showing only bottom right area. |
```

Note: The image height cannot be set as auto. If the image height has to be auto, just set mode as widthFix.

Sceenshot

Original Image

scaleToFill

Fit image completely without maintaining aspect ratio

aspectFit

Scale with aspect ratio and show fully long side

aspectFill

Scale with aspect ratio and ensure short side to be displayed fully.

widthFix

Width not changed and height changed automatically with aspect ratio unchanged

top

Not scaling image and showing only top area

bottom

Not scaling image and showing only bottom area

center

Not scaling image and showing only central area

left

Not scaling image and showing only left area

right

Not scaling image and showing only right area

top left

Not scaling image and showing only top left area

top right

Not scaling image and showing only right top area

bottom left

Not scaling image and showing only bottom left area

bottom right

Not scaling image and showing only bottom right area

Sample Code

copy

```
<view class="section" a:for="{{array}}" a:for-item="item">
  <view class="title">{{item.text}}</view>
  <image style="background-color: #eeeeee; width: 300px;
height:300px;" mode="{{item.mode}}" src="{{src}}" onError="imageError"
onLoad="imageLoad" />
</view>
```

copy

```
Page({
  data: {
    array: [\
      mode: 'scaleToFill',\
      text: 'scaleToFill: scale without aspect ratio and fit image
completely'\
    }, {\
      mode: 'aspectFit',\
      text: 'aspectFit: scale with aspect ratio and show fully long
side'\
    }, {\
      mode: 'aspectFill',\
      text: 'aspectFill: scale with aspect ratio and ensure short side
to be displayed fully.'\
    }, {\
      mode: 'top',\
      text: 'top: Not scaling image, showing only top area'\
    }, {\
      mode: 'bottom',\
      text: 'bottom: Not scaling image, showing only bottom area'\
    }, {\
      mode: 'center',\
      text: 'center: Not scaling image, showing only central area'\
    }, {\
      mode: 'left',\
      text: 'left: Not scaling image, showing only left area'\
    }, {\
      mode: 'right',\
      text: 'right: Not scaling image, showing only right area'\
    }, {\\
```

```

        mode: 'top left',\
        text: 'top left: Not scaling image, showing only top left area'\
    }, {\
        mode: 'top right',\
        text: 'top right: Not scaling image, showing only top right
area'\
    }, {\
        mode: 'bottom left',\
        text: 'bottom left: Not scaling image, showing only bottom left
area'\
    }, {\
        mode: 'bottom right',\
        text: 'bottom right: Not scaling image, showing only bottom
right area'\
    }],
    src: './2.png'
},
imageError: function (e) {
    console.log('image3 error happened', e.detailerrMsg)
},
imageLoad: function (e) {
    console.log('image loaded successfully', e);
}
})

```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_multimedia_image

input {#input}

Last updated: 2021-05-09

Path: miniprogram_gcash

input

2021-05-09 18:43

Input box

Scan QR code to try:

Property	Type	Description
value	String	Initial contents.
name	String	Component name, used for the form submission of obtained data.
type	String	Input type, effective value: text, number, digit.
password	Boolean	false Is password type or not.
placeholder	String	Placeholder
placeholder-style	String	Specify placeholder style.
placeholder-class	String	Specify placeholder style class.
disabled	Boolean	false Disable or not.
maxlength		

```
| Number | 140 | Maximum length. || cursor | Number || Cursor location when specifying focus. || onInput | EventHandle || Trigger input event on keyboard entry, event.detail = {value: value}. || onConfirm | EventHandle || Trigger on clicking keyboard completion, event.detail = {value: value}. || onFocus | EventHandle || Trigger on getting focus, event.detail = {value: value}. || onBlur | EventHandle || Trigger on losing focus, event.detail = {value: value}. |
```

Note (For iOS):

Due to iOS system restrictions, the input component has the following known issues:

- The cursor of input might be misaligned with the input element.
- The keyboard might be hidden with long press onthe input.

To solve these issues, add **enableNative={{false}}** to the input element of your MiniProgram code to downgrade to pure HTML5 elements.

Now the **enableNative** propertyis set to false. In this case,the number type is no longer supported, and only text type input is supported for inputs.

Screenshot

Sample Code

copy

```
<input maxlength="10" placeholder="maximum entered length 10" />
<input onInput="bindKeyInput" placeholder="entry synchronized to view"/>
<input type="number" placeholder="This is a numeral entry box" />
<input password type="text" placeholder="This is a password entry box" />
<input type="digit" placeholder="numeral keyboard with decimal"/>
```

copy

```
Page({
  data: {
    inputValue: '',
  },
  bindKeyInput(e) {
    this.setData({
      inputValue: e.detail.value,
    });
  },
});
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_form-component_input

input {#input}

Last updated: 2022-07-03

Path: miniprogram_gcash

input

2022-07-03 18:44

Input box

	Property	Type	Default	Description
Initial contents.	name	String		Component name, used for the form submission of obtained data.
password	Boolean	false		Is password type or not.
placeholder	String			Placeholder .
placeholder-style	String			Specify placeholder style.
placeholder-class	String			Specify placeholder style class.
disabled	Boolean	false		Disable or not.
maxlength	Number	140		Maximum length.
cursor	Number			Cursor location when specifying focus.
onInput	EventHandle			Trigger input event on keyboard entry, event.detail = {value: value}.
onConfirm	EventHandle			Trigger on clicking keyboard completion, event.detail = {value: value}.
onFocus	EventHandle			Trigger on getting focus, event.detail = {value: value}.
onBlur	EventHandle			Trigger on losing focus, event.detail = {value: value}.

Note (For iOS):

Due to iOS system restrictions, the input component has the following known issues:

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- The keyboard might be hidden with long press onthe input.

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Now the **enableNative** propertyis set to false. In this case,the number type is no longer supported, and only text type input is supported for inputs.

Screenshot

Sample Code

copy

```
<input maxlength="10" placeholder="maximum entered length 10" />
<input onInput="bindKeyInput" placeholder="entry synchronized to view"/>
<input type="number" placeholder="This is a numeral entry box" />
<input password type="text" placeholder="This is a password entry box">
```

```
/>
<input type="digit" placeholder="numeral keyboard with decimal"/>

copy

Page({
  data: {
    inputValue: '',
  },
  bindKeyInput(e) {
    this.setData({
      inputValue: e.detail.value,
    });
  },
});
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_form-component_input

label {#label}

Last updated: 2021-05-09

Path: miniprogram_gcash

label

2021-05-09 18:43

The label can be used to improve the form component availability. Use the ‘for’ attribute to find the ‘id’ of the related component or place the component under the label. When it is clicked, the focus is on the related component.

The priority of ‘for’ is higher than that of internal component. When there are multiple components internally, the first component is triggered by default.

Currently the following controls can be bound: checkbox, radio, input, textarea.

Scan QR code to try:

||||| --- | --- | --- || **Property** | **Type** | **Description** || for | String | Id of the bound component. |

Screenshot

Sample Code

copy

```
<view class="section">
    <view class="title">Checkbox label cover checkbox</view>
    <checkbox-group>
        <view>
            <label>
                <checkbox value="aaa" />
                <text>aaa</text>
            </label>
        </view>
        <view>
            <label>
                <checkbox value="bbb" />
                <text>bbb</text>
            </label>
        </view>
    </checkbox-group>
</view>
<view class="section">
    <view class="title">Radio, associating with the 'for' attribute</view>
    <radio-group>
        <view>
            <radio id="aaa" value="aaa" />
            <label for="aaa">aaa</label>
        </view>
        <view>
            <radio id="bbb" value="bbb" />
            <label for="bbb">bbb</label>
        </view>
    </radio-group>
</view>
<view class="section">
    <view class="title">select only one when multiple checkboxes are clicked</view>
    <label>
        <checkbox>Check me</checkbox>
        <checkbox>Not checked</checkbox>
        <checkbox>Not checked</checkbox>
        <checkbox>Not checked</checkbox>
        <view>
            <text>Click Me</text>
        </view>
    </label>
```

```
</view>
</view>
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_form-component_label

map {#map}

Last updated: 2022-07-07

Path: miniprogram_gcash

map

2022-07-07 17:08

This topic introduces the map components. If multiple map components are displayed on the same page, different IDs are required. The map components are the native components in the application, which have the highest level of the hierarchy. No matter what the value of `zIndex` is, the level of other components on the page cannot be higher than that of the map components.

Related API: [my.createMapContext\(mapId\)](#)

Prerequisites

- Currently the map components support the Google Maps only.
- Do not use the map components in [scroll-view](#).
- The map components do not support CSS animation.
- If the user zooms in or zooms out the map, reset the value of `scale` in the `onRegionChange` function before setting the latitude and longitude of the location. Otherwise, the map restores to the original size. See sample codes of `regionchange` for details.
- The mini program does not support obtaining the latitude and longitude of the current map.

Sample codes

copy

```
<view>
<map id="map" longitude="103.855457" latitude="1.339712" scale="{{scale}}"
      controls="{{controls}}"
```

```
onControlTap="controlltap" markers="{{markers}}"  
onMarkerTap="markertap"  
polyline="{{polyline}}"  
circles="{{circles}}"  
onRegionChange="regionchange"  
onTap="tap"  
showLocation style="width: 100%; height: 300px;"  
includePoints="{{includePoints}}"></map>  
<button onTap="changeScale">changeScale</button>  
<button onTap="getCenterLocation">getCenterLocation</button>  
<button onTap="moveToLocation">moveToLocation</button>  
<button onTap="changeCenter">changeCenter</button>  
<button onTap="changeMarkers">changeMarkers</button>  
</view>
```

copy

```
Page({  
  data: {  
    scale: 14,  
    longitude: 103.855457,  
    latitude: 1.339712,  
    markers: [{}  
      iconPath: "/image/green_tri.png",\  
      id: 10,\  
      latitude: 1.342983,\  
      longitude: 103.867935,\  
      width: 50,\  
      height: 50\  
    ],{\  
      iconPath: "/image/green_tri.png",\  
      id: 11,\  
      latitude: 1.343573,\  
      longitude: 103.861916,\  
      width: 50,\  
      height: 50,\  
      customCallout: {}  
        type: 1,\  
        time: '1',\  
      },\  
      fixedPoint:{}  
        originX: 400,\  
        originY: 400,\  
      },\  
      iconAppendStr: 'Map icon'\  
    ],  
    includePoints: [{}  
      latitude: 1.347016,\  
      longitude: 103.860167,\  
    ],  
    polyline: [{}  
      points: [{}\  
        latitude: 1.347016,\  
        longitude: 103.860167,\  
      ]],  
      width: 5  
    ]},  
    width: 500,  
    height: 300  
  }},  
  title: "Map icon",  
  style: "width: 100%; height: 100%;"  
})
```

```
        longitude: 103.863218,\n        latitude: 1.351628\\n    }, {\\\n        longitude: 103.862718,\n        latitude: 1.351428\\n    }, {\\\n        longitude: 103.862218,\n        latitude: 1.350828\\n    }, {\\\n        longitude: 103.861718,\n        latitude: 1.350428\\n    }, {\\\n        longitude: 103.861018,\n        latitude: 1.351028\\n    }],\\n    color: "#FF0000DD",\\n    width: 5,\\n    dottedLine: false\\n},\\n    circles: [{\\n        latitude: 1.351628,\n        longitude: 103.863718,\n        color: "#000000AA",\n        fillColor: "#000000AA",\n        radius: 80,\n        strokeWidth: 5,\n    }],\\n    controls: [{\\n        id: 5,\n        iconPath: '../../../../../resources/pic/2.jpg',\\n        position: {\\n            left: 0,\n            top: 300 - 50,\n            width: 50,\n            height: 50\\n        },\\n        clickable: true\\n    }]\n},\\n\nonReady(e) {\n    // Use my.createMapContext to obtain the map context.\n    this.mapCtx = my.createMapContext('map')\n},\n\ngetCenterLocation() {\n    this.mapCtx.getCenterLocation(function (res) {\n        console.log(res.longitude)\n        console.log(res.latitude)\n    })\n},
```

```
moveToLocation() {
    this.mapCtx.moveToLocation()
},

regionchange(e) {
    console.log('regionchange', e);
// Note: If the user zooms in or zooms out the map, reset the value of
// scale of the onRegionChange function before setting the latitude and
// longitude of the location. Otherwise the map restores to the original
// size.
if (e.type === 'end') {
    this.setData({
        scale: e.scale
    });
}
},

markertap(e) {
    console.log('marker tap', e);
},

controlltap(e) {
    console.log('control tap', e);
},

tap() {
    console.log('tap:');
},

changeScale() {
    this.setData({
        scale: 8,
    });
},

changeCenter() {
    this.setData({
        longitude: 103.867935,
        latitude: 1.343573,
        includePoints: [{}\
            latitude: 1.351028,\\
            longitude: 103.861018,\\
        ],
    });
},
//An indicator of whether to support gesture events. When
isGestureEnable is 1, gesture events are supported. Otherwise gesture
events are not supported.
gestureEnable() {
    this.mapCtx.gestureEnable({isGestureEnable:1});
}
```

```

    },
    //An indicator of whether to show the compass. When isShowCompass is
    1, display the compass. Otherwise the compass is not displayed.
    showsCompass() {
        this.mapCtx.showsCompass({isShowsCompass:1});
    },
    changeMarkers() {
        this.setData({
            markers: [{\n                iconPath: "/image/green_tri.png",\n                id: 10,\n                latitude: 1.351028,\n                longitude: 103.861018,\n                width: 50,\n                height: 50\n            }],
            includePoints: [{\n                latitude: 1.350428,\n                longitude: 103.861718,\n            }],
        });
    },
})

```

Parameters

||||| --- | --- | --- | **Property** | **Type** | **Description** || style | String | Inline style. || class | String | Style name. || latitude | Number | The latitude of the central point. || longitude | Number | The longitude of the central point. || scale | Number | The zoom level. The value ranges from 5 to 18 and is 16 by default. || markers | Array | The location marker. See [markers](#) for details. || polyline | Array | The polyline. See [polyline](#) for details. || circles | Array | The circle. See [circles](#) for details. || polygon | Array | The polygon. See [polygon](#) for details. || show-location | Boolean | An indicator of whether to display the current location with directions. || include-points | Array | The view is extended in a small scale with the passed coordinates.

Example:

```
[{
    latitude: 1.350428,
    longitude: 103.861718,
}] || include-padding | Object | The view is displayed within the map padding.
```

Example:

```
[{
    left:0, right:0,
    top:0, bottom:0
}] || setting | Object | Settings.
```

Example:

```
{
    gestureEnable: 1, <br>
    showScale: 1, <br>
    showCompass: 1, <br>
```

```

tiltGesturesEnabled: 1,
trafficEnabled: 0,      <br>
showMapText: 0,
logoPosition: {
centerX: 150,
centerY: 90
}
} || onMarkerTap | EventHandle | Call this function when clicking on Marker.
Example:
{
markerId,
latitude,
longitude,
} || onCalloutTap | EventHandle | Call this function when clicking on the tooltip of
Marker.
Example:
{
markerId,
latitude,
longitude,
} || onControlTap | EventHandle | Call this function when clicking on control.
Example:
{
controlId
} || onRegionChange | EventHandle | Call this function when the view is changed.
Example:
{
type: "begin/end",
latitude,
longitude,
scale
} || onTap | EventHandle | Call this function when clicking on the map.
Example:
{
latitude,
longitude,
}

```

markers

The location marker.

Notes:

- With the `markers` parameter, multiple location markers can be displayed.
- The description of the location marker does not support English.

polygon

Specify a series of coordinates, which form a closed polygon based on the `points`.

||||| --- | --- | --- | --- || **Property** | **Description** | **Type** | **Required** || points | An array of the latitude and longitude.

Example:

```
[{
  latitude: 0,
  longitude: 0
}]
```

| Array | Yes || color | The stroke color. Use hexadecimal numbers to set colors.

Example: #eeeeeeAA | String | No || fillColor | The fill color. Use hexadecimal numbers to set colors.

Example: #eeeeeeAA | String | No || width | The stroke width. | Number | No |

polyline

Specify a series of coordinates, which are connected from the first item to the last item in an array.

||||| --- | --- | --- | --- || **Property** | **Description** | **Type** | **Required** || points | An array of the latitude and longitude.

Example:

```
[{
  latitude: 0,
  longitude: 0
}]
```

| Array | Yes || color | The stroke color. Use hexadecimal numbers to set colors.

Example: #eeeeeeAA | String | No || width | The stroke width. | Number | No || iconWidth | The icon width. | Number | No || zIndex | The zIndex compared to other polys. | Number | - || iconPath | Displayed icon.

Note:

The image path in the project directory. The path can be written as a relative path prefixed with a forward slash (/), which indicates a relative root directory of a mini program. If this parameter is specified, ignore the value of color. To create the multiple-color polyline, use iconPath and colorList jointly. Set the background of the icon to be transparent so that the multiple-color polyline is not covered. | String | - |

circles

Display a circle on the map.

||||| --- | --- | --- | --- || **Property** | **Description** | **Type** | **Required** || latitude | The latitude. The value ranges from -90 to 90. | Float | Yes || longitude | The longitude. The value ranges from -180 to 180. | Float | Yes || color | The stroke color. Use hexadecimal numbers to set colors.

Example: #eeeeeeAA | String | No || fillColor | The fill color. Use hexadecimal numbers to set colors.

Example: #eeeeeeAA | String | No || radius | The radius in meters. | Number | Yes || strokeWidth | The stroke width. | Number | No |

callout Deprecated

The customs tooltip over the location marker.

Property	Description	Type	Required
	The content in the tooltip, which is empty by default.	String	No

customCallout Deprecated

The customs background of the tooltip.

Property	Description	Type	Required
	The style of the background. Valid values are:	type	
- 0: Black background			
- 1: White background			
- 2:Background and text	Number	Yes	
	time	The time.	
	String	Yes	
	descList	The description array.	

Example:

```
{
  "type": 0,
  "time": "3",
  "descList": [
    {
      "desc": "Click to take a taxi",
      "descColor": "#ffffff"
    }
  ],
  "isShow": 1
}
```

fixedPoint

The fixed point based on the screen.

Property	Description	Type	Required
	The number of pixels in the horizontal direction from the upper-left corner of the map.	originX	
	Number	Yes	
	originY	The number of pixels in the vertical direction from the upper-left corner of the map.	
	Number	Yes	

The latitude and longitude must be set for the map components. Otherwise the default coordinate is Beijing's latitude and longitude.

Location marker design

Priority

- The customCallout, callout, and label are excluded with each other. The priority order is label > customCallout > callout.
- The style and icon are excluded with each other. The priority order is:
 - style > iconAppendStr
 - style > icon

style

||||---|---|| **Sample code** | **Sample legend** || copy

{
 type:1,
 text1:"Style1",
 icon1:'xxx',

icon2:'xxx'
}
||| copy

{
 type:2,
 text1:"Style2",
 icon1:'xxx',

icon2:'xxx'
}
||| copy

{
 type:3,
 icon:xxx, //Optional
 text:xxx,
//Mandatory
 color:xxx, //#33B276 by default

bgColor:xxx, //#FFFFFF by default

gravity:"left/center/right", //center by default

fontType:"small/standard/large" //standard by default
}
||

label

|||||---|---|---|| **Property** | **Required** | **Remark** || content | Yes | - | color | No | The default value is #000000. || fontsize | No | The default value is 14. || borderRadius | No | The default value is 20. || bgColor | No | The default value is #FFFFFF. || padding | No | The default value is 10. |

FAQs

How do the map components redirect the mini program to the Google Maps for the navigation?

Use the [my.openLocation API](#).

How to obtain the value of scale when the optimize property of the map components is true?

Use the onRegionChange function.

How to create the polygon area on the map manually?

Use the polygon property.

Does the text in iconAppendStr support line breaks?

No, the text in iconAppendStr does not support line breaks.

How to modify icons of the first item and the last item in the map components after iconPath is set?

Currently the modification is not supported.

More information

[my.createMapContext](#)

[MapContext Overview](#)

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_map_map

movable-area {#movable-area}

Last updated: 2021-05-09

Path: miniprogram_gcash

movable-area

2021-05-09 18:43

A movable area of [movable-view](#) component. movable-area must set the width and height properties. Otherwise, the default 10px is used.

Sample Code

index.axml

copy

```
<!-- API-DEMO page/component/movable-view.axml -->
<view class="page">
    <view class="page-description">movable-view</view>
    <view class="page-section">
        <view class="page-section-title">movable-view is less than
        movable-area</view>
        <view class="page-section-demo">
            <movable-area>
                <movable-view x="{{x}}" y="{{y}}" direction="all">movable-
                view</movable-view>
            </movable-area>
        </view>
        <button style="margin-left: 10px; margin-right: 10px;" type="primary" onTap="onButtonTap">Click Me to Move to (30px, 30px)</button>
    </view>
    <view class="page-section">
        <view class="page-section-title">movable-view is greater than
        movable-area</view>
        <view class="page-section-demo">
            <movable-area>
```

```
<movable-view class="max" direction="all">movable-
view</movable-view>
    </movable-area>
</view>
</view>
<view class="page-section">
    <view class="page-section-title">Can only be moved
laterally</view>
    <view class="page-section-demo">
        <movable-area>
            <movable-view direction="horizontal">
                movable-view
            </movable-view>
        </movable-area>
    </view>
</view>
<view class="page-section">
    <view class="page-section-title">Can only be moved
vertically</view>
    <view class="page-section-demo">
        <movable-area>
            <movable-view direction="vertical">
                movable-view
            </movable-view>
        </movable-area>
    </view>
</view>
</view>
```

index.js

copy

```
// API-DEMO page/component/movable-view.js
Page({
    data: {
        x: 0,
        y: 0,
    },
    onButtonTap() {
        const { x, y } = this.data;
        if (x === 30) {
            this.setData({
                x: x + 1,
                y: y + 1,
            });
        } else {
            this.setData({
                x: 30,
                y: 30
            });
        }
    }
})
```

```
},
});
```

index.json

copy

```
// API-DEMO page/component/movable-view.json
{
  "allowsBounceVertical": "NO"
}
```

index.acss

copy

```
/* API-DEMO page/component/movable-view.acss */
movable-area {
  height: 400rpx;
  width: 400rpx;
  margin: 50rpx 0rpx 0 50rpx;
  background-color: #ccc;
  overflow: hidden;
}

movable-view {
  display: flex;
  align-items: center;
  justify-content: center;
  height: 200rpx;
  width: 200rpx;
  background: #108ee9;
  color: #fff;
}

.max {
  width: 600rpx;
  height: 600rpx;
}
```

Parameters

scale-area	Boolean	false	No	When the movable-view component is set to support two-finger scaling, this component allows you to modify the effective area for scaling gestures to the entire movable area.		Property	Type	Default	Required	Description			---

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_view-container_movable-area

movable-area {#movable-area}

Last updated: 2022-07-03

Path: miniprogram_gcash

movable-area

2022-07-03 18:44

A movable area of [movable-view](#) component. movable-area must set the width and height properties. Otherwise, the default 10px is used.

Sample Code

index.axml

copy

```
<!-- API-DEMO page/component/movable-view.axml -->
<view class="page">
    <view class="page-description">movable-view</view>
    <view class="page-section">
        <view class="page-section-title">movable-view is less than
movable-area</view>
        <view class="page-section-demo">
            <movable-area>
                <movable-view x="{{x}}" y="{{y}}" direction="all">movable-
view</movable-view>
            </movable-area>
        </view>
        <button style="margin-left: 10px; margin-right: 10px;" type="primary" onTap="onButtonTap">Click Me to Move to (30px, 30px)</button>
    </view>
    <view class="page-section">
        <view class="page-section-title">movable-view is greater than
movable-area</view>
        <view class="page-section-demo">
            <movable-area>
                <movable-view class="max" direction="all">movable-
view</movable-view>
            </movable-area>
        </view>
    </view>
    <view class="page-section">
        <view class="page-section-title">Can only be moved
laterally</view>
```

```

<view class="page-section-demo">
  <movable-area>
    <movable-view direction="horizontal">
      movable-view
    </movable-view>
  </movable-area>
</view>
<view class="page-section">
  <view class="page-section-title">Can only be moved vertically</view>
  <view class="page-section-demo">
    <movable-area>
      <movable-view direction="vertical">
        movable-view
      </movable-view>
    </movable-area>
  </view>
</view>
</view>

```

index.js

copy

```

// API-DEMO page/component/movable-view.js
Page({
  data: {
    x: 0,
    y: 0,
  },
  onButtonTap() {
    const { x, y } = this.data;
    if (x === 30) {
      this.setData({
        x: x + 1,
        y: y + 1,
      });
    } else {
      this.setData({
        x: 30,
        y: 30
      });
    }
  },
});

```

index.json

copy

```
// API-DEMO page/component/movable-view.json
{
  "allowsBounceVertical": "NO"
}
```

index.acss

copy

```
/* API-DEMO page/component/movable-view.acss */
movable-area {
  height: 400rpx;
  width: 400rpx;
  margin: 50rpx 0rpx 0 50rpx;
  background-color: #ccc;
  overflow: hidden;
}

movable-view {
  display: flex;
  align-items: center;
  justify-content: center;
  height: 200rpx;
  width: 200rpx;
  background: #108ee9;
  color: #fff;
}

.max {
  width: 600rpx;
  height: 600rpx;
}
```

Parameters

		Property	Type	Default	Required	Description
scale-area	Boolean	false	No	When the movable-view component is set to support two-finger scaling, this component allows you to modify the effective area for scaling gestures to the entire movable area.		

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_view-container_movable-area

movable-view {#movable-view}

Path: miniprogram_gcash

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_view-container_movable-view

movable-view {#movable-view}

Last updated: 2022-07-03

Path: miniprogram_gcash

movable-view

2022-07-03 18:44

movable-view can be dragged and slid in the page. The movable-view component must be in the movable-area component and must be a direct child node. Otherwise, the component can't move.

Notes:

- movable-view must set the width and height properties. Otherwise, the default value 10px is used.
- By default, movable-view uses absolute positioning, which can't be changed. The values of the top and left properties are 0 px.
- When movable-view is smaller than movable-area, the moving range of movable-view is within the movable-area. When movable-view is larger than movable-area, the moving range of movable-view must cover the movable-area. The x-axis direction and the y-axis direction are separately considered.

Sample Code

index.axml

copy

```
<!-- API-DEMO page/component/movable-view.axml -->
<view class="page">
    <view class="page-description">movable-view</view>
    <view class="page-section">
        <view class="page-section-title">movable-view is less than
        movable-area</view>
        <view class="page-section-demo">
            <movable-area>
                <movable-view x="{{x}}" y="{{y}}" direction="all">movable-
                view</movable-view>
            </movable-area>
        </view>
    </view>
</view>
```

```

        </view>
        <button style="margin-left: 10px; margin-right: 10px;" type="primary" onTap="onButtonTap">Click Me to Move to (30px, 30px)</button>
    </view>
    <view class="page-section">
        <view class="page-section-title">movable-view is greater than movable-area</view>
        <view class="page-section-demo">
            <movable-area>
                <movable-view class="max" direction="all">movable-view</movable-view>
            </movable-area>
        </view>
    </view>
    <view class="page-section">
        <view class="page-section-title">Can only be moved laterally</view>
        <view class="page-section-demo">
            <movable-area>
                <movable-view direction="horizontal">
                    movable-view
                </movable-view>
            </movable-area>
        </view>
    </view>
    <view class="page-section">
        <view class="page-section-title">Can only be moved vertically</view>
        <view class="page-section-demo">
            <movable-area>
                <movable-view direction="vertical">
                    movable-view
                </movable-view>
            </movable-area>
        </view>
    </view>
</view>

```

index.js

copy

```

// API-DEMO page/component/movable-view.js
Page({
    data: {
        x: 0,
        y: 0,
    },
    onButtonTap() {
        const { x, y } = this.data;
        if (x === 30) {

```

```
        this.setData({
            x: x + 1,
            y: y + 1,
        });
    } else {
        this.setData({
            x: 30,
            y: 30
        });
    }
},
});
```

index.json

copy

```
// API-DEMO page/component/movable-view.json
{
    "allowsBounceVertical": "NO"
}
```

index.acss

copy

```
/* API-DEMO page/component/movable-view.acss */
movable-area {
    height: 400rpx;
    width: 400rpx;
    margin: 50rpx 0rpx 0 50rpx;
    background-color: #ccc;
    overflow: hidden;
}

movable-view {
    display: flex;
    align-items: center;
    justify-content: center;
    height: 200rpx;
    width: 200rpx;
    background: #108ee9;
    color: #fff;
}

.max {
    width: 600rpx;
    height: 600rpx;
}
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Default** | **Description** || direction | String | none | The moving direction of movable-view. Valid values are "all", "vertical", "horizontal", and "none". || inertia | Boolean | false | This field specifies whether movable-view has inertia. || out-of-bounds | Boolean | false | This field specifies whether movable-view can move after the view container is out of the movable area. || x | Number | 0 | This field defines the offset in the direction of the x axis, which is converted to the left property of the component. If the value of x is not within the movable range, the component is automatically moved to the movable range. || y | Number | 0 | This field defines the offset in the direction of the Y-axis, which is direction is converted to the top property. If the value of Y is not within the movable range, it will be automatically moved to the movable range. || damping | Number | 20 | The damping coefficient, which is used to control the animation triggered when the value of x or y changes and the animation that is pulled back when the component exceeds the range. A higher value leads to faster movement. || friction | Number | 2 | The friction coefficient, which is used to control the animation that moves due to inertia. A higher value leads to higher friction and indicates that the movement stops earlier. Must be greater than 0. Otherwise the default value is used. || disabled | Boolean | false | This field specifies whether to disable the component. || scale | Boolean | false | This field specifies whether to support two-finger scaling. The effective area for scaling gestures falls within the movable-view by default. || scale-min | Number | 0.5 | The minimum value of the scaling level. || scale-max | Number | 10 | The maximum value of the scaling level. || scale-value | Number | 1 | The scale level. Can range from 0.5 to 10. || animation | Boolean | false | This field specifies whether to use animations. || onTouchStart | EventHandle | - | Finger touch starts and this event is passed to the parent node. || catchTouchStart | EventHandle | - | Finger touch starts and this event only acts on the component and is not passed to the parent node. || onTouchMove | EventHandle | - | Finger moves after touch, the event is passed to the parent node. || catchTouchMove | EventHandle | - | Finger moves after touch, the event only acts on the component and is not passed to the parent node. || onTouchEnd | EventHandle | - | The touch action ends, the event is passed to the parent node. || catchTouchEnd | EventHandle | - | The touch action ends, the event only acts on the component and is not passed to the parent node. || onTouchCancel | EventHandle | - | The touch action is interrupted, such as call reminding and popups. || onChange | EventHandle | - | The event triggered during dragging, event. detail = {x: x, y: y, source: touch}, where source shows the reason of the movement, for example, the value is touch. || onChangeEnd | EventHandle | - | The event triggered after dragging, event.detail = {x: x, y: y}. || onScale | EventHandle | - | The event triggered during zooming, event.detail = {x, y, scale}.

onChange return value detail.source

The source field shows the reason of the movement.

||||| --- | --- || **Value** | **Description** || touch | Dragging. || touch-out-of-bounds | The movable range is exceeded. || out-of-bounds | Pullback after the movable range is exceeded. || friction | Inertia. || Empty string | setData.

Instruction: Please check the **event type** in the [event introduction](#) for bubbling event.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_view-container_movable-view

my.SDKVersion {#mysdkversion}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.SDKVersion

2022-07-03 18:44

Get the version of basic library (for reference only). **Do not rely on this value for code logic.**

Sample Code

copy

```
<!-- API-DEMO page/API/sdk-version/sdk-version.axml-->
<view class="page">
    <view class="page-description">Get version of basic library
API</view>
    <view class="page-section">
        <view class="page-section-title">my.SDKVersion</view>
        <view class="page-section-demo">
            <button type="primary" onTap="getSDKVersion">Get version of
basic library</button>
        </view>
    </view>
</view>
```

copy

```
// API-DEMO page/API/sdk-version/sdk-version.js
Page({
    getSDKVersion() {
        my.alert({
            content: my.SDKVersion,
        });
    },
});
```

Return Value

String, version of basic library

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Basic_SDKVersion

my.SDKVersion {#mysdkversion}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.SDKVersion

2021-05-09 18:43

Get the version of basic library (for reference only). **Do not rely on this value for code logic.**

Sample Code

copy

```
<!-- API-DEMO page/API/sdk-version/sdk-version.axml-->
<view class="page">
    <view class="page-description">Get version of basic library API</view>
    <view class="page-section">
        <view class="page-section-title">my.SDKVersion</view>
        <view class="page-section-demo">
            <button type="primary" onTap="getSDKVersion">Get version of basic library</button>
        </view>
    </view>
</view>
```

copy

```
// API-DEMO page/API/sdk-version/sdk-version.js
Page({
    getSDKVersion() {
        my.alert({
            content: my.SDKVersion,
        });
    },
});
```

Return Value

String, version of basic library

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_basic_sdkversion

my.addPhoneContact {#myaddphonecontact}

Last updated: 2022-07-04

Path: miniprogram_gcash

my.addPhoneContact

2022-07-04 03:44

Version requirements: Basic library 1.10.0 or higher version. If the version is low, suggest [Compatible treatment](#)

This form enables the user to write the form into phone contacts via create contacts or add to existing contacts.

Sample Code

copy

```
// API-DEMO page/API/contact/contact.json
{
    "defaultTitle": "Contact"
}
```

copy

```
<!-- API-DEMO page/API/contact/contact.axml-->
<view class="page">

    <view class="page-description">Contact API</view>
    <view class="page-section">
        <view class="page-section-title">my.addPhoneContact</view>
        <view class="page-section-demo">

            <view style="font-size:18px;margin-top:18px;margin-bottom:18px">
                <text style="font-size:18px;margin-top:18px;margin-bottom:18px">Basic information</text>
            </view>
        </view>
    </view>
</view>
```

```
<view class="form-row">
    <view class="form-row-label">Nickname</view>
    <view class="form-row-content">
        <input id="nickName" onInput="onInput" class="input"
value="Baking July" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Last name</view>
    <view class="form-row-content">
        <input id="lastName" onInput="onInput" class="input"
value="Last" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Middle name</view>
    <view class="form-row-content">
        <input id="middleName" onInput="onInput" class="input"
value="Middle" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">First name</view>
    <view class="form-row-content">
        <input id="firstName" onInput="onInput" class="input"
value="First" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Remarks</view>
    <view class="form-row-content">
        <input id="remark" onInput="onInput" class="input"
value="This is the remarks" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Phone number</view>
    <view class="form-row-content">
        <input id="mobilePhoneNumber" onInput="onInput"
class="input" value="13800000000" />
    </view>
</view>

<view style="font-size:18px; margin-top:18px; margin-bottom:18px">
    <text style="font-size:18px; margin-top:18px; margin-
```

```
bottom:18px">Contact address</text>
</view>

<view class="form-row">
    <view class="form-row-label">Country</view>
    <view class="form-row-content">
        <input id="addressCountry" onInput="onInput" class="input" value="address country" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Province</view>
    <view class="form-row-content">
        <input id="addressState" onInput="onInput" class="input" value="address state" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">City</view>
    <view class="form-row-content">
        <input id="addressCity" onInput="onInput" class="input" value="address city" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Street</view>
    <view class="form-row-content">
        <input id="addressStreet" onInput="onInput" class="input" value="address street" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Postcode</view>
    <view class="form-row-content">
        <input id="addressPostalCode" onInput="onInput" class="input" value="94016" />
    </view>
</view>

<view style="font-size:18px; margin-top:18px; margin-bottom:18px">
    <text style="font-size:18px; margin-top:18px; margin-bottom:18px">Work</text>
</view>

<view class="form-row">
    <view class="form-row-label">Company</view>
    <view class="form-row-content">
```

```
<input id="organization" onInput="onInput" class="input"
value="organization" />
</view>
</view>

<view class="form-row">
<view class="form-row-label">Title</view>
<view class="form-row-content">
<input id="title" onInput="onInput" class="input"
value="Developer" />
</view>
</view>

<view class="form-row">
<view class="form-row-label">Work fax</view>
<view class="form-row-content">
<input id="workFaxNumber" onInput="onInput" class="input"
value="11111111" />
</view>
</view>

<view class="form-row">
<view class="form-row-label">Work phone</view>
<view class="form-row-content">
<input id="workPhoneNumber" onInput="onInput" class="input"
value="11111112" />
</view>
</view>

<view class="form-row">
<view class="form-row-label">Company phone</view>
<view class="form-row-content">
<input id="hostNumber" onInput="onInput" class="input"
value="11111113" />
</view>
</view>

<view class="form-row">
<view class="form-row-label">Email</view>
<view class="form-row-content">
<input id="email" onInput="onInput" class="input"
value="liuhuo01@miniprogram.com" />
</view>
</view>

<view class="form-row">
<view class="form-row-label">Website</view>
<view class="form-row-content">
<input id="url" onInput="onInput" class="input"
value="www.miniprogram.com" />
</view>
```

```
</view>

<view style="font-size:18px;margin-top:18px;margin-bottom:18px">
    <text style="font-size:18px;margin-top:18px;margin-
bottom:18px">Company address</text>
    </view>

    <view class="form-row">
        <view class="form-row-label">Country</view>
        <view class="form-row-content">
            <input id="workAddressCountry" onInput="onInput"
class="input" value="work country" />
        </view>
    </view>

    <view class="form-row">
        <view class="form-row-label">Province</view>
        <view class="form-row-content">
            <input id="workAddressState" onInput="onInput" class="input"
value="work state" />
        </view>
    </view>

    <view class="form-row">
        <view class="form-row-label">City</view>
        <view class="form-row-content">
            <input id="workAddressCity" onInput="onInput" class="input"
value="work city" />
        </view>
    </view>

    <view class="form-row">
        <view class="form-row-label">Street</view>
        <view class="form-row-content">
            <input id="workAddressStreet" onInput="onInput"
class="input" value="work street" />
        </view>
    </view>

    <view class="form-row">
        <view class="form-row-label">Postcode</view>
        <view class="form-row-content">
            <input id="workAddressPostalCode" onInput="onInput"
class="input" value="111111" />
        </view>
    </view>

    <view style="font-size:18px;margin-top:18px;margin-bottom:18px">
        <text style="font-size:18px;margin-top:18px;margin-
bottom:18px">Home</text>
    </view>
```

```
<view class="form-row">
    <view class="form-row-label">Fax</view>
    <view class="form-row-content">
        <input id="homeFaxNumber" onInput="onInput" class="input"
value="11111114" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Phone</view>
    <view class="form-row-content">
        <input id="homePhoneNumber" onInput="onInput" class="input"
value="11111115" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Country</view>
    <view class="form-row-content">
        <input id="homeAddressCountry" onInput="onInput"
class="input" value="home country" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Province</view>
    <view class="form-row-content">
        <input id="homeAddressState" onInput="onInput" class="input"
value="home state" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">City</view>
    <view class="form-row-content">
        <input id="homeAddressCity" onInput="onInput" class="input"
value="home city" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Street</view>
    <view class="form-row-content">
        <input id="homeAddressStreet" onInput="onInput"
class="input" value="home street" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Postcode</view>
```

```
<view class="form-row-content">
    <input id="homeAddressPostalCode" onInput="onInput"
class="input" value="123456" />
</view>
</view>

<button type="primary" onTap="addPhoneContact">Add to phone
contact</button>

</view>
</view>
</view>

copy

// API-DEMO page/API/contact/contact.js
Page({
  data: {
    "photoFilePath": "/sdcard/DCIM/Camera/a.jpg",
    "nickName": "Baking July",
    "lastName": "Last",
    "middleName": "Middle",
    "firstName": "First",
    "remark": "This is remarks",
    "mobilePhoneNumber": "13800000000",
    "homePhoneNumber": "11111115",
    "workPhoneNumber": "11111112",
    "homeFaxNumber": "11111114",
    "workFaxNumber": "11111111",
    "hostNumber": "11111113",
    "addressCountry": "address country",
    "addressState": "address state",
    "addressCity": "address city",
    "addressStreet": "address street",
    "addressPostalCode": "94016",
    "workAddressCountry": "work country",
    "workAddressState": "work state",
    "workAddressCity": "work city",
    "workAddressStreet": "work street",
    "workAddressPostalCode": "111111",
    "homeAddressCountry": "home country",
    "homeAddressState": "home state",
    "homeAddressCity": "home city",
    "homeAddressStreet": "home street",
    "homeAddressPostalCode": "123456",
    "organization": "organization",
    "title": "Developer",
    "email": "liuhuo01@miniprogram.com",
    "url": "www.miniprogram.com",
    success: (res) => {
      my.alert({
        content: 'addPhoneContact response: ' + JSON.stringify(res)
    }
  }
})
```

```

        });
    },
    fail: (res) => {
      my.alert({
        content: 'addPhoneContact response: ' + JSON.stringify(res)
      });
    }
},
onInput(e) {
  this.data[e.currentTarget.id] = e.detail.value;
},
addPhoneContact() {
  if (my.canIUse('addPhoneContact')) {
    my.addPhoneContact(this.data);
  } else {
    my.alert({
      title: 'Client version too low',
      content: 'my.addPhoneContact() needs higher version'
    });
  }
}
);

```

Parameters

Object type with the following attributes:

	Property	Type	Required	Description
photoFilePath	String	No	Local file path of avatar.	
nickName	String	No	Nickname.	
lastName	String	No	Surname.	
middleName	String	No	Middle name.	
firstName	String	No	First name.	
remark	String	No	Remarks.	
mobilePhoneNumber	String	No	Cell number.	
addressCountry	String	No	Country in contact address.	
addressState	String	No	Province in contact address.	
addressCity	String	No	City in contact address.	
addressStreet	String	No	Street in contact address.	
addressPostalCode	String	No	Postcode in contact address.	
organization	String	No	Company.	
title	String	No	Title.	
workFaxNumber	String	No	Work fax.	
workPhoneNumber	String	No	Work phone number.	
hostNumber	String	No	Company phone number.	
email	String	No	Email.	
url	String	No	Website.	
workAddressCountry	String	No	Country in work address.	
workAddressState	String	No	Province in work address.	
workAddressCity	String	No	City in work address.	
workAddressStreet	String	No	Street in work address.	
workAddressPostalCode	String	No	Postcode in work address.	
homeFaxNumber	String	No	Home fax.	
homePhoneNumber	String	No	Home phone.	
homeAddressCountry	String	No	Country in home address.	
homeAddressState	String	No	Province in home address.	
homeAddressCity	String	No	City in home address.	
homeAddressStreet	String	No	Street in home address.	
homeAddressPostalCode	String	No	Postcode in home address.	
success	Function	No	Callback function upon call success.	
fail	Function	No	Callback function upon call failure.	
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure).	

Depending on the support of contact App built in different ROM, the above fields may not support emoji or kaomoji. In such cases, this option is ignored.

Return Value

Success:

success = true

Failure:

||||| --- | --- | --- | **Error** | **ErrorMessage** | **Description** || 11 | fail cancel | The user cancels the operation. || 3 | fail \${detail} | Call failure, detail includes the detailed information. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Device_Add-Contact_addPhoneContact

my.addPhoneContact {#myaddphonecontact}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.addPhoneContact

2021-05-09 18:43

Version requirements: Basic library 1.10.0 or higher version. If the version is low, suggest [Compatible treatment](#)

This form enables the user to write the form into phone contacts via create contacts or add to existing contacts.

Sample Code

copy

```
// API-DEMO page/API/contact/contact.json
{
    "defaultTitle": "Contact"
}
```

copy

```
<!-- API-DEMO page/API/contact/contact.axml-->
<view class="page">

    <view class="page-description">Contact API</view>
    <view class="page-section">
```

```
<view class="page-section-title">my.addPhoneContact</view>
<view class="page-section-demo">

    <view style="font-size:18px;margin-top:18px;margin-bottom:18px">
        <text style="font-size:18px;margin-top:18px;margin-
bottom:18px">Basic information</text>
    </view>

    <view class="form-row">
        <view class="form-row-label">Nickname</view>
        <view class="form-row-content">
            <input id="nickName" onInput="onInput" class="input"
value="Baking July" />
        </view>
    </view>

    <view class="form-row">
        <view class="form-row-label">Last name</view>
        <view class="form-row-content">
            <input id="lastName" onInput="onInput" class="input"
value="Last" />
        </view>
    </view>

    <view class="form-row">
        <view class="form-row-label">Middle name</view>
        <view class="form-row-content">
            <input id="middleName" onInput="onInput" class="input"
value="Middle" />
        </view>
    </view>

    <view class="form-row">
        <view class="form-row-label">First name</view>
        <view class="form-row-content">
            <input id="firstName" onInput="onInput" class="input"
value="First" />
        </view>
    </view>

    <view class="form-row">
        <view class="form-row-label">Remarks</view>
        <view class="form-row-content">
            <input id="remark" onInput="onInput" class="input"
value="This is the remarks" />
        </view>
    </view>

    <view class="form-row">
        <view class="form-row-label">Phone number</view>
        <view class="form-row-content">
```

```
<input id="mobilePhoneNumber" onInput="onInput"
class="input" value="13800000000" />
</view>
</view>

<view style="font-size:18px;margin-top:18px;margin-bottom:18px">
    <text style="font-size:18px;margin-top:18px;margin-
bottom:18px">Contact address</text>
    </view>

<view class="form-row">
    <view class="form-row-label">Country</view>
    <view class="form-row-content">
        <input id="addressCountry" onInput="onInput" class="input"
value="address country" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Province</view>
    <view class="form-row-content">
        <input id="addressState" onInput="onInput" class="input"
value="address state" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">City</view>
    <view class="form-row-content">
        <input id="addressCity" onInput="onInput" class="input"
value="address city" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Street</view>
    <view class="form-row-content">
        <input id="addressStreet" onInput="onInput" class="input"
value="address street" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Postcode</view>
    <view class="form-row-content">
        <input id="addressPostalCode" onInput="onInput"
class="input" value="94016" />
    </view>
</view>

<view style="font-size:18px;margin-top:18px;margin-bottom:18px">
```

```
<text style="font-size:18px; margin-top:18px; margin-bottom:18px">Work</text>
</view>

<view class="form-row">
    <view class="form-row-label">Company</view>
    <view class="form-row-content">
        <input id="organization" onInput="onInput" class="input" value="organization" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Title</view>
    <view class="form-row-content">
        <input id="title" onInput="onInput" class="input" value="Developer" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Work fax</view>
    <view class="form-row-content">
        <input id="workFaxNumber" onInput="onInput" class="input" value="11111111" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Work phone</view>
    <view class="form-row-content">
        <input id="workPhoneNumber" onInput="onInput" class="input" value="11111112" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Company phone</view>
    <view class="form-row-content">
        <input id="hostNumber" onInput="onInput" class="input" value="11111113" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Email</view>
    <view class="form-row-content">
        <input id="email" onInput="onInput" class="input" value="liuhuo01@miniprogram.com" />
    </view>
</view>
```

```
<view class="form-row">
    <view class="form-row-label">Website</view>
    <view class="form-row-content">
        <input id="url" onInput="onInput" class="input"
value="www.miniprogram.com" />
    </view>
</view>

<view style="font-size:18px;margin-top:18px;margin-bottom:18px">
    <text style="font-size:18px;margin-top:18px;margin-
bottom:18px">Company address</text>
</view>

<view class="form-row">
    <view class="form-row-label">Country</view>
    <view class="form-row-content">
        <input id="workAddressCountry" onInput="onInput"
class="input" value="work country" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Province</view>
    <view class="form-row-content">
        <input id="workAddressState" onInput="onInput" class="input"
value="work state" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">City</view>
    <view class="form-row-content">
        <input id="workAddressCity" onInput="onInput" class="input"
value="work city" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Street</view>
    <view class="form-row-content">
        <input id="workAddressStreet" onInput="onInput"
class="input" value="work street" />
    </view>
</view>

<view class="form-row">
    <view class="form-row-label">Postcode</view>
    <view class="form-row-content">
        <input id="workAddressPostalCode" onInput="onInput"
class="input" value="111111" />
    </view>
</view>
```

```
</view>
</view>

<view style="font-size:18px;margin-top:18px;margin-bottom:18px">
    <text style="font-size:18px;margin-top:18px;margin-
bottom:18px">Home</text>
    </view>

    <view class="form-row">
        <view class="form-row-label">Fax</view>
        <view class="form-row-content">
            <input id="homeFaxNumber" onInput="onInput" class="input" value="11111114" />
        </view>
    </view>

    <view class="form-row">
        <view class="form-row-label">Phone</view>
        <view class="form-row-content">
            <input id="homePhoneNumber" onInput="onInput" class="input" value="11111115" />
        </view>
    </view>

    <view class="form-row">
        <view class="form-row-label">Country</view>
        <view class="form-row-content">
            <input id="homeAddressCountry" onInput="onInput" class="input" value="home country" />
        </view>
    </view>

    <view class="form-row">
        <view class="form-row-label">Province</view>
        <view class="form-row-content">
            <input id="homeAddressState" onInput="onInput" class="input" value="home state" />
        </view>
    </view>

    <view class="form-row">
        <view class="form-row-label">City</view>
        <view class="form-row-content">
            <input id="homeAddressCity" onInput="onInput" class="input" value="home city" />
        </view>
    </view>

    <view class="form-row">
        <view class="form-row-label">Street</view>
        <view class="form-row-content">
```

```
<input id="homeAddressStreet" onInput="onInput"
class="input" value="home street" />
</view>
</view>

<view class="form-row">
<view class="form-row-label">Postcode</view>
<view class="form-row-content">
<input id="homeAddressPostalCode" onInput="onInput"
class="input" value="123456" />
</view>
</view>

<button type="primary" onTap="addPhoneContact">Add to phone
contact</button>

</view>
</view>
</view>
```

copy

```
// API-DEMO page/API/contact/contact.js
Page({
  data: {
    "photoFilePath": "/sdcard/DCIM/Camera/a.jpg",
    "nickName": "Baking July",
    "lastName": "Last",
    "middleName": "Middle",
    "firstName": "First",
    "remark": "This is remarks",
    "mobilePhoneNumber": "13800000000",
    "homePhoneNumber": "11111115",
    "workPhoneNumber": "11111112",
    "homeFaxNumber": "11111114",
    "workFaxNumber": "11111111",
    "hostNumber": "11111113",
    "addressCountry": "address country",
    "addressState": "address state",
    "addressCity": "address city",
    "addressStreet": "address street",
    "addressPostalCode": "94016",
    "workAddressCountry": "work country",
    "workAddressState": "work state",
    "workAddressCity": "work city",
    "workAddressStreet": "work street",
    "workAddressPostalCode": "111111",
    "homeAddressCountry": "home country",
    "homeAddressState": "home state",
    "homeAddressCity": "home city",
    "homeAddressStreet": "home street",
    "homeAddressPostalCode": "123456",
```

```

        "organization": "organization",
        "title": "Developer",
        "email": "liuhuo01@miniprogram.com",
        "url": "www.miniprogram.com",
        success: (res) => {
            my.alert({
                content: 'addPhoneContact response: ' + JSON.stringify(res)
            });
        },
        fail: (res) => {
            my.alert({
                content: 'addPhoneContact response: ' + JSON.stringify(res)
            });
        }
    },
    onInput(e) {
        this.data[e.currentTarget.id] = e.detail.value;
    },
    addPhoneContact() {
        if (my.canIUse('addPhoneContact')) {
            my.addPhoneContact(this.data);
        } else {
            my.alert({
                title: 'Client version too low',
                content: 'my.addPhoneContact() needs higher version'
            });
        }
    }
);

```

Parameters

Object type with the following attributes:

	Property	Type	Required	Description
photoFilePath	String	No	Local file path of avatar.	
nickName	String	No	Nickname.	
lastName	String	No	Surname.	
middleName	String	No	Middle name.	
firstName	String	No	First name.	
remark	String	No	Remarks.	
mobilePhoneNumber	String	No	Cell number.	
addressCountry	String	No	Country in contact address.	
addressState	String	No	Province in contact address.	
addressCity	String	No	City in contact address.	
addressStreet	String	No	Street in contact address.	
addressPostalCode	String	No	Postcode in contact address.	
organization	String	No	Company.	
title	String	No	Title.	
workFaxNumber	String	No	Work fax.	
workPhoneNumber	String	No	Work phone number.	
hostNumber	String	No	Company phone number.	
email	String	No	Email.	
url	String	No	Website.	
workAddressCountry	String	No	Country in work address.	
workAddressState	String	No	Province in work address.	
workAddressCity	String	No	City in work address.	
workAddressStreet	String	No	Street in work address.	
workAddressPostalCode	String	No	Postcode in work address.	
homeFaxNumber	String	No	Home fax.	
homePhoneNumber	String	No	Home phone.	
homeAddressCountry	String	No	Country in home address.	
homeAddressState	String	No	Province in home address.	
homeAddressCity	String	No		

No | City in home address. || homeAddressStreet | String | No | Street in home address. || homeAddressPostalCode | String | No | Postcode in home address. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Depending on the support of contact App built in different ROM, the above fields may not support emoji or kaomoji. In such cases, this option is ignored.

Return Value

Success:

success = true

Failure:

||||| --- | --- | --- | | **Error** | **ErrorMessage** | **Description** || 11 | fail cancel | The user cancels the operation. || 3 | fail \${detail} | Call failure, detail includes the detailed information. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_add-contact_addphonecontact

my.alert {#myalert}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.alert

2021-05-09 18:43

Alert box

Sample Code

copy

```
my.alert({
  title: 'Tips',
  content: 'Your bill for this month has been released',
  buttonText: 'Show',
  success: () => {
    my.alert({
      title: 'Click Show ',
      content: 'Your bill for this month has been released'
    })
  }
})
```

```
    });
  },
});
});
```

Parameters

Property	Type	Required	Description
title	String	No	Title of the alert box.
content	String	No	Contents of the alert box.
buttonText	String	No	Button text, which is OK by default.
success	Function	No	Callback function upon call success.
fail	Function	No	Callback function upon call failure.
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure).

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_feedback_alert

my.alert {#myalert}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.alert

2022-07-03 18:44

Alert box

Sample Code

copy

```
my.alert({
  title: 'Tips',
  content: 'Your bill for this month has been released',
  buttonText: 'Show',
  success: () => {
    my.alert({
      title: 'Click Show ',
    });
  },
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || title | String | No | Title of the alert box. || content | String | No | Contents of the alert box. || buttonText | String | No | Button text, which is OK by default. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_UI_Feedback_alert

my.canIUse {#mycaniuse}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.canIUse

2022-07-03 18:44

Check whether the current Mini Program API, incoming parameter or return value, component, attribute, etc. are supported in the current version.

The parameters are called via \${API}.\${type}.\${param}.\${option} or \${component}.\${attribute}.\${option} mode.

- API is the name of the API
- type value object/return/callback, indicating the api judgment type
- param indicates an attribute name of the parameter
- option indicates the detailed attribute value of the parameter attribute
- component indicates the name of the component
- attribute indicates the name of the component attribute
- option indicates the value of the component attribute

Sample Code

copy

```
// check whether newly added API is available
my.canIUse('getFileInfo')
```

```
// check whether newly added property of API is available
my.canIUse('getLocation.object.type')
// check whether newly added returned property of API is available
my.canIUse('getSystemInfo.return.brand')
// check whether newly added property of component is available
my.canIUse('button.open-type.getAuthorize')
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_basic_caniuse

my.canIUse {#mycaniuse}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.canIUse

2021-05-09 18:43

Check whether the current Mini Program API, incoming parameter or return value, component, attribute, etc. are supported in the current version.

The parameters are called via \${API}.\${type}.\${param}.\${option} or \${component}.\${attribute}.\${option} mode.

- API is the name of the API
- type value object/return/callback, indicating the api judgment type
- param indicates an attribute name of the parameter
- option indicates the detailed attribute value of the parameter attribute
- component indicates the name of the component
- attribute indicates the name of the component attribute
- option indicates the value of the component attribute

Sample Code

copy

```
// check whether newly added API is available
my.canIUse('getFileInfo')
// check whether newly added property of API is available
my.canIUse('getLocation.object.type')
```

```
// check whether newly added returned property of API is available  
my.canIUse('getSystemInfo.return.brand')  
// check whether newly added property of component is available  
my.canIUse('button.open-type.getAuthorize')
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_basic_caniuse

my.chooseFileFromDisk {#mychoosefilefromdisk}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.chooseFileFromDisk

2022-07-03 18:44

You can choose a file to upload. You can also view the details of the file or delete the file you have added.

Sample code

copy

```
<!--.axml-->  
<view class="page">  
    <view class="page-description">file API</view>  
    <view class="page-section-demo">  
        <button class="page-body-button"  
onTap="chooseFileFromDisk">Choose file from disk</button>  
        </view>  
    </view>  
</view>
```

copy

```
// .js  
Page({  
    chooseFileFromDisk(){  
        my.chooseFileFromDisk({  
            success: (res) => {  
                my.alert({  
                    content: JSON.stringify(res),  
                });  
            },  
            fail: (res) => {  
                my.alert({  
                    content: JSON.stringify(res),  
                });  
            },  
        });  
    },  
});
```

```

        my.alert({
            content: JSON.stringify(res),
        });
    });
},
});

```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Description** | **Required** || success | Function |
The callback function for a successful API call. | NO || fail | Function | The callback
function for a failed API call. | NO || complete | Function | The callback function used
when the API call is completed. This function is always executed no matter the call
succeeds or fails. | NO |

Success callback function

||||| --- | --- | --- || **Property** | **Type** | **Description** || apFilePath | string | The temporary
local file path. |

Failure callback function

||||| --- | --- | --- || **Property** | **Type** | **Description** || error | number | Error code. ||
errorMessage | string | Error message. |

Error codes

||||| --- | --- | --- || **Error code** | **Error message** | **Remark** || 4 | The JSAPI call is
denied. | The mini program that is developed by the merchant/ISV has no right to call the
JSAPI. || 12 | Errors occur when copying the file. ||| 15 | The user cancels the file
selection. ||| 16 | The user denies the permission to read the storage. | Android Only. || 17
| No permission to read the storage. | Android Only. || 18 | Choosing large file is not
supported. ||

Note:

The following list describes the difference between the error code 16 and 17:

- 16: The user denies the permission to read the storage for the current request.
- 17: The user denied the permission last time and chose to never asking the
permission again. In this case, the dialog box for the permission cannot pop up. The
error code of 17 is returned directly. The mini program developer requires to call the
[showAuthGuide](#) to guide the user to grant the related permission.

File size limit

If you choose a file that is too large, the mini program or the wallet app cannot run properly. For this reason, the file size is limited to 50MB. When the file size exceeds 50MB, the error code of 18 is returned and the corresponding error message is displayed.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_file_choosefilefromdisk

my.chooseFileFromDisk {#mychoosefilefromdisk}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.chooseFileFromDisk

2021-05-09 18:43

You can choose a file to upload. You can also view the details of the file or delete the file you have added.

Sample code

copy

```
<!--.axml-->
<view class="page">
    <view class="page-description">file API</view>
    <view class="page-section-demo">
        <button class="page-body-button"
onTap="chooseFileFromDisk">Choose file from disk</button>
    </view>
</view>
</view>
```

copy

```
// .js
Page({
    chooseFileFromDisk(){
        my.chooseFileFromDisk({
            success: (res) => {
                my.alert({
                    content: JSON.stringify(res),

```

```

    });
},
fail: (res) => {
  my.alert({
    content: JSON.stringify(res),
  });
});
},
);
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Description** | **Required** || success | Function |
The callback function for a successful API call. | NO || fail | Function | The callback
function for a failed API call. | NO || complete | Function | The callback function used
when the API call is completed. This function is always executed no matter the call
succeeds or fails. | NO |

Success callback function

||||| --- | --- | --- || **Property** | **Type** | **Description** || apFilePath | string | The temporary
local file path. |

Failure callback function

||||| --- | --- | --- || **Property** | **Type** | **Description** || error | number | Error code. ||
errorMessage | string | Error message. |

Error codes

||||| --- | --- | --- || **Error code** | **Error message** | **Remark** || 4 | The JSAPI call is
denied. | The mini program that is developed by the merchant/ISV has no right to call the
JSAPI. || 12 | Errors occur when copying the file. ||| 15 | The user cancels the file
selection. ||| 16 | The user denies the permission to read the storage. | Android Only. || 17
| No permission to read the storage. | Android Only. || 18 | Choosing large file is not
supported. ||

Note:

The following list describes the difference between the error code 16 and 17:

- 16: The user denies the permission to read the storage for the current request.
- 17: The user denied the permission last time and chose to never asking the
permission again. In this case, the dialog box for the permission cannot pop up. The
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File size limit

If you choose a file that is too large, the mini program or the wallet app cannot run properly. For this reason, the file size is limited to 50MB. When the file size exceeds 50MB, the error code of 18 is returned and the corresponding error message is displayed.

九色鹿

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_file_choosefilefromdisk

my.chooseImage {#mychooseimage}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.chooseImage

2021-05-09 18:43

Choose an image from the camera or gallery of a device.

Sample Code

copy

```
my.chooseImage({  
  success: (res) => {  
    img.src = res.apFilePaths[0];  
  },  
});
```

Parameters

Property	Type	Required	Description
sizeType	StringArray No Original image, compressed image, both by default.		sourceType String Array No Camera or album, ['camera', 'album'] by default.
success	Function No Callback function upon call success.		fail Function No Callback function upon call failure.
complete	Function No Callback function upon call completion (to be executed upon either call success or failure).		

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

Property	Type	Description
apFilePaths	String Array	Image file description.

Error Code

Error	Description
11	User cancels operation.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_media_chooseimage

my.chooseImage {#mychooseimage}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.chooseImage

2022-07-03 18:44

Choose an image from the camera or gallery of a device.

Sample Code

copy

```
my.chooseImage({
  success: (res) => {
    img.src = res.apFilePaths[0];
  },
});
```

Parameters

Property	Type	Required	Description
sizeType	StringArray	No	Original image, compressed image, both by default.
sourceType	String Array	No	Camera or album, ['camera','album'] by default.
success	Function	No	Callback function upon call success.
fail	Function	No	Callback function upon call failure.
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure).

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

	---	--- ---	Property	Type	Description	apFilePaths String Array Image file description.
--	-----	-----------	-----------------	-------------	--------------------	--

Error Code

	---	---	Error	Description	11 User cancels operation.
--	-----	-----	--------------	--------------------	------------------------------

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Media_Image_chooseImage

my.chooseLocation {#mychooselocation}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.chooseLocation

2022-07-03 18:44

Open the built-in map to choose a location.

Sample codes

JSON

copy

```
// API-DEMO page/API/choose-location/choose-location.json
{
    "defaultTitle": "Choose Location"
}
```

AXML

copy

```
<!-- API-DEMO page/API/choose-location/choose-location.axml-->
<view class="page">
    <view class="page-section">
```

```
<view class="page-section-demo">
    <text>Longitude:</text>
    <input value="{{longitude}}"/></input>
</view>
<view class="page-section-demo">
    <text>Latitude:</text>
    <input value="{{latitude}}"/></input>
</view>
<view class="page-section-demo">
    <text>Name:</text>
    <input value="{{name}}"/></input>
</view>
<view class="page-section-demo">
    <text>Address:</text>
    <input value="{{address}}"/></input>
</view>
<view class="page-section-btns">
    <view onTap="chooseLocation">choose Location</view>
</view>
</view>
</view>
```

JavaScript

copy

```
// API-DEMO page/API/choose-location/choose-location.js
Page({
  data: {
    longitude: '103.873834',
    latitude: '1.355572',
    name: 'Serangoon Stadium',
    address: '33 Yio Chu Kang Rd, Singapore',
  },
  chooseLocation() {
    var that = this
    my.chooseLocation({
      success:(res)=>{
        console.log(JSON.stringify(res))
        that.setData({
          longitude:res.longitude,
          latitude:res.latitude,
          name:res.name,
          address:res.address
        })
      },
      fail:(error)=>{
        my.alert({content: 'failed '+JSON.stringify(error)});
      },
    });
  },
})
```

ACSS

copy

```
/* API-DEMO page/API/choose-location/choose-location.acss */
.page-body-info {
  height: 250rpx;
}
.page-body-text-location {
  display: flex;
  font-size: 50rpx;
}
.page-body-text-location text {
  margin: 10rpx;
}
.page-section-location-text{
  color: #49a9ee;
}
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | The callback method that indicates a successful call. || fail | Function | No | The callback method that indicates a failed call. || complete | Function | No | The callback method that indicates the call is completed (this will be executed regardless of whether the call succeeds or fails). |

Success Callback Function

||||| --- | --- | --- | --- || **Property** | **Type** | **Description** || name | String | The location. || address | String | The detailed address of the location. || latitude | Number | The latitude that is expressed by a floating-point number. The value ranges from -90 to +90, and the negative number means south latitude. || longitude | Number | The longitude that is expressed by a floating-point number. The value ranges from -180 to +180, and the negative number means west longitude. || provinceName | String | The province. || cityName | String | The city. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_location_chooselocation

my.chooseLocation {#mychooselocation}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.chooseLocation

2021-05-09 18:43

Open the built-in map to choose a location.

Sample codes

JSON

copy

```
// API-DEMO page/API/choose-location/choose-location.json
{
    "defaultTitle": "Choose Location"
}
```

AXML

copy

```
<!-- API-DEMO page/API/choose-location/choose-location.axml-->
<view class="page">
    <view class="page-section">
        <view class="page-section-demo">
            <text>Longitude:</text>
            <input value="{{longitude}}"/>
        </view>
        <view class="page-section-demo">
            <text>Latitude:</text>
            <input value="{{latitude}}"/>
        </view>
        <view class="page-section-demo">
            <text>Name:</text>
            <input value="{{name}}"/>
        </view>
        <view class="page-section-demo">
            <text>Address:</text>
            <input value="{{address}}"/>
        </view>
        <view class="page-section-btns">
            <view onTap="chooseLocation">choose Location</view>
        </view>
    </view>
</view>
```

JavaScript

copy

```
// API-DEMO page/API/choose-location/choose-location.js
Page({
  data: {
    longitude: '103.873834',
    latitude: '1.355572',
    name: 'Serangoon Stadium',
    address: '33 Yio Chu Kang Rd, Singapore',
  },
  chooseLocation() {
    var that = this
    my.chooseLocation({
      success:(res)=>{
        console.log(JSON.stringify(res))
        that.setData({
          longitude:res.longitude,
          latitude:res.latitude,
          name:res.name,
          address:res.address
        })
      },
      fail:(error)=>{
        my.alert({content: 'failed '+JSON.stringify(error)});
      },
    });
  },
})
```

ACSS

copy

```
/* API-DEMO page/API/choose-location/choose-location.acss */
.page-body-info {
  height: 250rpx;
}
.page-body-text-location {
  display: flex;
  font-size: 50rpx;
}
.page-body-text-location text {
  margin: 10rpx;
}
.page-section-location-text{
  color: #49a9ee;
}
```

Parameters

```
||||| --- | --- | --- || Property | Type | Required | Description || success | Function |
No | The callback method that indicates a successful call. || fail | Function | No | The
callback method that indicates a failed call. || complete | Function | No | The callback
method that indicates the call is completed (this will be executed regardless of whether
the call succeeds or fails). |
```

Success Callback Function

```
||||| --- | --- | --- || Property | Type | Description || name | String | The location. ||
address | String | The detailed address of the location. || latitude | Number | The latitude
that is expressed by a floating-point number. The value ranges from -90 to +90, and the
negative number means south latitude. || longitude | Number | The longitude that is
expressed by a floating-point number. The value ranges from -180 to +180, and the
negative number means west longitude. || provinceName | String | The province. ||
cityName | String | The city. |
```

九色鹿

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_location_chooselocation

my.choosePhoneContact {#mychoosephonecontact}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.choosePhoneContact

2021-05-09 18:43

Select the phone number of a contact in the local system directory.

Sample Code

copy

```
//.json
{
  "defaultTitle": "Contact"
}
```

copy

```
<!-- .axml -->
<view class="page">
```

```

<view class="page-description">Contact API</view>

<view class="page-section">
  <view class="page-section-title">my.choosePhoneContact</view>
  <view class="page-section-demo">
    <button type="primary" onTap="choosePhoneContact">Evoke local
    directory</button>
  </view>
</view>

</view>

copy

//.js
Page({
  choosePhoneContact() {
    my.choosePhoneContact({
      success: (res) => {
        my.alert({
          content: 'choosePhoneContact response: ' +
        JSON.stringify(res)
        });
      },
      fail: (res) => {
        my.alert({
          content: 'choosePhoneContact response: ' +
        JSON.stringify(res)
        });
      },
    });
  }
});

```

Parameters

Object type with the following attributes:

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- || **Property** | **Type** | **Description** || name | String | Selected contact name. || mobile | String | Selected contact phone. |

Error Code

||||| --- | --- || **Error Code** | **Description** || 10 | No permission. || 11 | The user cancels the operation (or the device does not authorize use of the directory). |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_contact_choosephonecontact

my.choosePhoneContact {#mychoosephonecontact}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.choosePhoneContact

2022-07-03 18:44

Select the phone number of a contact in the local system directory.

Sample Code

copy

```
//.json
{
    "defaultTitle": "Contact"
}
```

copy

```
<!-- .axml -->
<view class="page">

    <view class="page-description">Contact API</view>

    <view class="page-section">
        <view class="page-section-title">my.choosePhoneContact</view>
        <view class="page-section-demo">
            <button type="primary" onTap="choosePhoneContact">Evoke local
            directory</button>
        </view>
    </view>
</view>
```

```

</view>

</view>

copy

//.js
Page({
  choosePhoneContact() {
    my.choosePhoneContact({
      success: (res) => {
        my.alert({
          content: 'choosePhoneContact response: ' +
JSON.stringify(res)
        });
      },
      fail: (res) => {
        my.alert({
          content: 'choosePhoneContact response: ' +
JSON.stringify(res)
        });
      },
    });
  }
});

```

Parameters

Object type with the following attributes:

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- || **Property** | **Type** | **Description** || name | String | Selected contact name. || mobile | String | Selected contact phone. |

Error Code

||||| --- | --- || **Error Code** | **Description** || 10 | No permission. || 11 | The user cancels the operation (or the device does not authorize use of the directory). |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_UI_Contact_choosePhoneContact

my.clearStorage {#myclearstorage}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.clearStorage

2022-07-03 18:44

Clear local data cache.

This is an asynchronous interface.

Clearing the webview embedded storage data will not clear the storage data of the Mini Program.

Sample Code

copy

```
my.clearStorage();
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Storage_clearStorage

my.clearStorage {#myclearstorage}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.clearStorage

2021-05-09 18:43

Clear local data cache.

This is an asynchronous interface.

Clearing the webview embedded storage data will not clear the storage data of the Mini Program.

Sample Code

copy

```
my.clearStorage();
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_storage_clearstorage

my.clearStorageSync {#myclearstoragesync}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.clearStorageSync

2022-07-03 18:44

Clear local data cache synchronously.

This is a synchronous interface.

Sample Code

copy

```
my.clearStorageSync();
```

九色鹿

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_storage_clearstorageSync

my.clearStorageSync {#myclearstoragesync}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.clearStorageSync

2021-05-09 18:43

Clear local data cache synchronously.

| This is a synchronous interface.

Sample Code

copy

```
my.clearStorageSync();
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_storage_clearstoragesync

my.closeBluetoothAdapter {#myclosebluetoothadapter}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.closeBluetoothAdapter

2022-07-03 18:44

Use this API to close the Bluetooth module in the mini program. You can call the following mini program API and receive event callbacks that are related to the Bluetooth module in the effective period when you the API `my.openBluetoothAdapter` is called. The effective period is ended when the API `my.closeBluetoothAdapter` is called.

Instructions :

- Call this API to disconnect all the established Bluetooth connections and releases system resources.
- It's recommend to call this API after you end the Bluetooth process of the Mini Program, which is in pair with the API `my.openBluetoothAdapter`.
- Calling the API `my.closeBluetoothAdapter` is asynchronous to releasing resources. It's recommend to call the API `my.closeBluetoothAdapter` and `my.openBluetoothAdapter` as part of the exception handling process. Synchronization errors might error if you reinitialize the process.

Note:

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
.help-title {
    padding:10px;
    color:#FC0D1B;
}
```

copy

```
// .json
{
    "defaultTitle": "Bluetooth"
}
```

copy

```
<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
            found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
            devices connected</button>
            <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
        </view>
    </view>
</view>
```

```
</view>
<view class="page-section-title">Connect the device</view>
<view class="page-section-demo">
    <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
    <button type="primary" onTap="connectBLEDevice">Connect the
device</button>
    <button type="primary" onTap="getBLEDeviceServices">Obtain
device services</button>
    <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
characteristics</button>
    <button type="primary" onTap="disconnectBLEDevice">Disconnect
the device</button>
</view>
<view class="page-section-title">Read and write data</view>
<view class="page-section-demo">
    <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
    <button type="primary" onTap="readBLECharacteristicValue">Read
data</button>
    <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
    <button type="primary"
onTap="offBLECharacteristicValueChange">Unlistens to characteristic
value</button>
</view>
<view class="page-section-title">Other events</view>
<view class="page-section-demo">
    <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
    <button type="primary"
onTap="offBluetoothAdapterStateChange">Unlistens to Bluetooth
state</button>
    <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
    <button type="primary"
onTap="offBLEConnectionStateChanged">Unlistens to Bluetooth connection
state</button>

</view>
</view>
</view>
```

copy

```
// .js
Page({
  data: {
```

```
        devId: '0D9C82AD-1CC0-414D-9526-119E08D28124',
        serId: 'FEE7',
        notifyId: '36F6',
        writeId: '36F5',
        charId: '',
        allDev: [{ deviceId: '' }],
    },

    //Obtain the Bluetooth state
    openBluetoothAdapter() {
        my.openBluetoothAdapter({
            success: res => {
                if (!res.isSupportBLE) {
                    my.alert({ content: 'Sorry, your mobile Bluetooth is unavailable temporarily' });
                    return;
                }
                my.alert({ content: 'Succeeded to initialize!' });
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },
    closeBluetoothAdapter() {
        my.closeBluetoothAdapter({
            success: () => {
                my.alert({ content: 'Bluetooth closed!' });
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },
    getBluetoothAdapterState() {
        my.getBluetoothAdapterState({
            success: res => {
                if (!res.available) {
                    my.alert({ content: 'Sorry, your mobile Bluetooth is unavailable temporarily' });
                    return;
                }
                my.alert({ content: JSON.stringify(res) });
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },
}

//Scan the Bluetooth device
```

```
startBluetoothDevicesDiscovery() {
    my.startBluetoothDevicesDiscovery({
        allowDuplicatesKey: false,
        success: () => {
            my.onBluetoothDeviceFound({
                success: res => {
                    // my.alert({content:'Listens to new
device'+JSON.stringify(res)});
                    var deviceArray = res.devices;
                    for (var i = deviceArray.length - 1; i >= 0; i--) {
                        var deviceObj = deviceArray[i];
                        //Pair the target device with the device name or
broadcast data, and then record the device ID for later use.
                        if (deviceObj.name == this.data.name) {
                            my.alert({ content: 'Target device is found' });
                            my.offBluetoothDeviceFound();
                            this.setData({
                                deviceId: deviceObj.deviceId,
                            });
                            break;
                        }
                    }
                },
                fail: error => {
                    my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
                },
            });
        },
        fail: error => {
            my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
        },
    });
}

//Stop scanning
stopBluetoothDevicesDiscovery() {
    my.stopBluetoothDevicesDiscovery({
        success: res => {
            my.offBluetoothDeviceFound();
            my.alert({ content: 'Succeeded!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
}

//Obtain the connected device
getConnectedBluetoothDevices() {
```

```
my.getConnectedBluetoothDevices({
  success: res => {
    if (res.devices.length === 0) {
      my.alert({ content: 'No connecting devices!' });
      return;
    }
    my.alert({ content: JSON.stringify(res) });
    devid = res.devices[0].deviceId;
  },
  fail: error => {
    my.alert({ content: JSON.stringify(error) });
  },
});

//Obtain all searched devices
getBluetoothDevices() {
  my.getBluetoothDevices({
    success: res => {
      my.alert({ content: JSON.stringify(res) });
    },
    fail: error => {
      my.alert({ content: JSON.stringify(error) });
    },
  });
},
bindKeyInput(e) {
  this.setData({
    devid: e.detail.value,
  });
},
//Connect the device
connectBLEDevice() {
  my.connectBLEDevice({
    deviceId: this.data.devid,
    success: res => {
      my.alert({ content: 'Succeeded to connect!' });
    },
    fail: error => {
      my.alert({ content: JSON.stringify(error) });
    },
  });
},
//Disconnect the device
disconnectBLEDevice() {
  my.disconnectBLEDevice({
    deviceId: this.data.devid,
    success: () => {
      my.alert({ content: 'Succeeded to disconnect!' });
    }
});
```

```
,  
    fail: error => {  
        my.alert({ content: JSON.stringify(error) });  
    },  
});  
},  
  
//Obtain the services of the connected device  
getBLEDeviceServices() {  
    my.getConnectedBluetoothDevices({  
        success: res => {  
            if (res.devices.length === 0) {  
                my.alert({ content: 'No connected devices' });  
                return;  
            }  
            my.getBLEDeviceServices({  
                deviceId: this.data.devid,  
                success: res => {  
                    my.alert({ content: JSON.stringify(res) });  
                    this.setData({  
                        serid: res.services[0].serviceId,  
                    });  
                },  
                fail: error => {  
                    my.alert({ content: JSON.stringify(error) });  
                },  
            });  
        },  
    });
},  
  
//Obtain the char ID of the connected device, read and write  
characteristics are respectively screened out.  
getBLEDeviceCharacteristics() {  
    my.getConnectedBluetoothDevices({  
        success: res => {  
            if (res.devices.length === 0) {  
                my.alert({ content: 'No connected devices' });  
                return;  
            }  
            this.setData({  
                devid: res.devices[0].deviceId,  
            });  
            my.getBLEDeviceCharacteristics({  
                deviceId: this.data.devid,  
                serviceId: this.data.serid,  
                success: res => {  
                    my.alert({ content: JSON.stringify(res) });  
                    //See the related document for more information of the  
                    properties of the characteristics. Pair the characteristics according  
                    to the properties and record the value for later use.  
                },  
            });
        },  
    });
};
```



```
my.writeBLECharacteristicValue({
    deviceId: this.data.devid,
    serviceId: this.data.serid,
    characteristicId: this.data.charid,
    //Android writing service
    //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
    //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
    value: 'ABCD',
    success: res => {
        my.alert({ content: 'Succeeded to write data!' });
    },
    fail: error => {
        my.alert({ content: JSON.stringify(error) });
    },
});
},
);
},
notifyBLECharacteristicValueChange() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.notifyBLECharacteristicValueChange({
                state: true,
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                success: () => {
                    //Listens to characteristic change events
                    my.onBLECharacteristicValueChange({
                        success: res => {
                            // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
                            my.alert({ content: 'Obtain the response data = ' +
res.value });
                        },
                    });
                    my.alert({ content: 'Succeeded to listen' });
                },
                fail: error => {
                    my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
                },
            });
        },
    },
},
```

```
    });
},
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
},
onBluetoothAdapterStateChange() {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
    }
},
offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
},
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {

my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onUnload() {
    this.offBLEConnectionStateChanged();
    this.offBLECharacteristicValueChange();
    this.offBluetoothAdapterStateChange();
    this.closeBluetoothAdapter();
}
```

```
},
});
```

Parameters

The input parameters are displayed in the following table:

Property	Type	Required	Description
success	Function	No	The callback function for a successful API call.
fail	Function	No	The callback function for a failed API call.
complete	Function	No	The callback function for a completed API call (Regardless of whether the call is successful or not).

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Device_Bluetooth_Bluetooth_closeBluetoothAdapter

my.closeBluetoothAdapter {#myclosebluetoothadapter}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.closeBluetoothAdapter

2021-05-09 18:43

Use this API to close the Bluetooth module in the mini program. You can call the following mini program API and receive event callbacks that are related to the Bluetooth module in the effective period when you the API `my.openBluetoothAdapter` is called. The effective period is ended when the API `my.closeBluetoothAdapter` is called.

Instructions :

- Call this API to disconnect all the established Bluetooth connections and releases system resources.
- It's recommend to call this API after you end the Bluetooth process of the Mini Program, which is in pair with the API `my.openBluetoothAdapter`.
- Calling the API `my.closeBluetoothAdapter` is asynchronous to releasing resources. It's recommend to call the API `my.closeBluetoothAdapter` and `my.openBluetoothAdapter` as part of the exception handling process. Synchronization errors might error if you reinitialize the process.

Note:

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
.help-title {
    padding:10px;
    color:#FC0D1B;
}
```

copy

```
// .json
{
    "defaultTitle": "Bluetooth"
}
```

copy

```
<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
            found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
            devices connected</button>
            <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
        </view>
        <view class="page-section-title">Connect the device</view>
        <view class="page-section-demo">
            <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
            <button type="primary" onTap="connectBLEDevice">Connect the
            device</button>
        </view>
    </view>
</view>
```

```
device</button>
    <button type="primary" onTap="getBLEDeviceServices">Obtain
device services</button>
    <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
characteristics</button>
    <button type="primary" onTap="disconnectBLEDevice">Disconnect
the device</button>
</view>
<view class="page-section-title">Read and write data</view>
<view class="page-section-demo">
    <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
    <button type="primary" onTap="readBLECharacteristicValue">Read
data</button>
    <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
    <button type="primary"
onTap="offBLECharacteristicValueChange">Unlistens to characteristic
value</button>
</view>
<view class="page-section-title">Other events</view>
<view class="page-section-demo">
    <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
    <button type="primary"
onTap="offBluetoothAdapterStateChange">Unlistens to Bluetooth
state</button>
    <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
    <button type="primary"
onTap="offBLEConnectionStateChanged">Unlistens to Bluetooth connection
state</button>

</view>
</view>
</view>
```

copy

```
// .js
Page({
  data: {
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
    serid: 'FEE7',
    notifyId: '36F6',
    writeId: '36F5',
    charid: '',
    alldev: [{ deviceId: '' }],
  }
})
```

```
},  
  
    //Obtain the Bluetooth state  
    openBluetoothAdapter() {  
        my.openBluetoothAdapter({  
            success: res => {  
                if (!res.isSupportBLE) {  
                    my.alert({ content: 'Sorry, your mobile Bluetooth is  
unavailable temporarily' });  
                    return;  
                }  
                my.alert({ content: 'Succeeded to initialize!' });  
            },  
            fail: error => {  
                my.alert({ content: JSON.stringify(error) });  
            },  
        });  
    },  
    closeBluetoothAdapter() {  
        my.closeBluetoothAdapter({  
            success: () => {  
                my.alert({ content: 'Bluetooth closed!' });  
            },  
            fail: error => {  
                my.alert({ content: JSON.stringify(error) });  
            },  
        });  
    },  
    getBluetoothAdapterState() {  
        my.getBluetoothAdapterState({  
            success: res => {  
                if (!res.available) {  
                    my.alert({ content: 'Sorry, your mobile Bluetooth is  
unavailable temporarily' });  
                    return;  
                }  
                my.alert({ content: JSON.stringify(res) });  
            },  
            fail: error => {  
                my.alert({ content: JSON.stringify(error) });  
            },  
        });  
    },  
  
    //Scan the Bluetooth device  
    startBluetoothDevicesDiscovery() {  
        my.startBluetoothDevicesDiscovery({  
            allowDuplicatesKey: false,  
            success: () => {  
                my.onBluetoothDeviceFound({  
                    success: res => {  
                        // Process found device  
                    },  
                    fail: error => {  
                        // Handle error  
                    },  
                });  
            },  
            fail: error => {  
                // Handle error  
            },  
        });  
    },  
    stopBluetoothDevicesDiscovery() {  
        my.stopBluetoothDevicesDiscovery({  
            success: () => {  
                // Device discovery stopped  
            },  
            fail: error => {  
                // Handle error  
            },  
        });  
    },  
    onBluetoothDeviceFound() {  
        my.onBluetoothDeviceFound({  
            success: res => {  
                // Process found device  
            },  
            fail: error => {  
                // Handle error  
            },  
        });  
    },  
    stopOnBluetoothDeviceFound() {  
        my.stopOnBluetoothDeviceFound({  
            success: () => {  
                // Stop event listener  
            },  
            fail: error => {  
                // Handle error  
            },  
        });  
    },  
};
```

```
// my.alert({content:'Listens to new
device'+JSON.stringify(res)});
    var deviceArray = res.devices;
    for (var i = deviceArray.length - 1; i >= 0; i--) {
        var deviceObj = deviceArray[i];
        //Pair the target device with the device name or
broadcast data, and then record the device ID for later use.
        if (deviceObj.name == this.data.name) {
            my.alert({ content: 'Target device is found' });
            my.offBluetoothDeviceFound();
            this.setData({
                deviceId: deviceObj.deviceId,
            });
            break;
        }
    }
},
fail: error => {
    my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
},
),
});
},
fail: error => {
    my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
},
);
},
//Stop scanning
stopBluetoothDevicesDiscovery() {
    my.stopBluetoothDevicesDiscovery({
        success: res => {
            my.offBluetoothDeviceFound();
            my.alert({ content: 'Succeeded!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Obtain the connected device
getConnectedBluetoothDevices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connecting devices!' });
                return;
            }
        }
    })
}
```

```
        my.alert({ content: JSON.stringify(res) });
        devid = res.devices[0].deviceId;
    },
    fail: error => {
        my.alert({ content: JSON.stringify(error) });
    },
});
},
};

//Obtain all searched devices
getBluetoothDevices() {
    my.getBluetoothDevices({
        success: res => {
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
bindKeyInput(e) {
    this.setData({
        devid: e.detail.value,
    });
},
;

//Connect the device
connectBLEDevice() {
    my.connectBLEDevice({
        deviceId: this.data.devid,
        success: res => {
            my.alert({ content: 'Succeeded to connect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
;

//Disconnect the device
disconnectBLEDevice() {
    my.disconnectBLEDevice({
        deviceId: this.data.devid,
        success: () => {
            my.alert({ content: 'Succeeded to disconnect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
;
```

```
//Obtain the services of the connected device
getBLEDeviceServices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            my.getBLEDeviceServices({
                deviceId: this.data.devid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    this.setData({
                        serid: res.services[0].serviceId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
}

//Obtain the char ID of the connected device, read and write
characteristics are respectively screened out.
getBLEDeviceCharacteristics() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.getBLEDeviceCharacteristics({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    //See the related document for more information of the
                    properties of the characteristics. Pair the characteristics according
                    to the properties and record the value for later use.
                    this.setData({
                        charid: res.characteristics[0].characteristicId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                }
            });
        }
    });
}
```

```
        },
        });
    },
    });
},
};

//Read and write data
readBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.readBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                //1 Android reading service
                // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                },
                fail: error => {
                    my.alert({ content: 'Failed to read' +
JSON.stringify(error) });
                },
            });
        },
    });
},
writeBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.writeBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.charid,
                //Android writing service
                //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
            });
        },
    });
},
```

```
//characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
value: 'ABCD',
success: res => {
    my.alert({ content: 'Succeeded to write data!' });
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
);
},
notifyBLECharacteristicValueChange() {
my.getConnectedBluetoothDevices({
success: res => {
if (res.devices.length === 0) {
my.alert({ content: 'No connected devices' });
return;
}
this.setData({
devid: res.devices[0].deviceId,
});
my.notifyBLECharacteristicValueChange({
state: true,
deviceId: this.data.devid,
serviceId: this.data.serid,
characteristicId: this.data.notifyId,
success: () => {
//Listens to characteristic change events
my.onBLECharacteristicValueChange({
success: res => {
// my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
my.alert({ content: 'Obtain the response data = ' +
res.value });
},
});
my.alert({ content: 'Succeeded to listen' });
},
fail: error => {
my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
},
});
},
});
},
offBLECharacteristicValueChange() {
my.offBLECharacteristicValueChange();
},
```

```

//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
},
onBluetoothAdapterStateChange() {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
    }
},
offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
},
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {

my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onUnload() {
    this.offBLEConnectionStateChanged();
    this.offBLECharacteristicValueChange();
    this.offBluetoothAdapterStateChange();
    this.closeBluetoothAdapter();
},
});
}
);

```

Parameters

The input parameters are displayed in the following table:

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function for a completed API call (Regardless of whether the call is successful or not). |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_bluetooth_closebluetoothadapter

my.closeSocket {#myclosesocket}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.closeSocket

2022-07-03 18:44

Use this API to disable the WebSocket connection.

Sample Code

copy

```
my.onSocketOpen(function() {
  my.closeSocket()
})

my.onSocketClose(function(res) {
  console.log('The WebSocket is closed!')
})
```

Note: The case is only for reference. Please use your own URL to test.

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_network_closesocket

my.closeSocket {#myclosesocket}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.closeSocket

2021-05-09 18:43

Use this API to disable the WebSocket connection.

Sample Code

copy

```
my.onSocketOpen(function() {
  my.closeSocket()
})

my.onSocketClose(function(res) {
  console.log('The WebSocket is closed!')
})
```

Note: The case is only for reference. Please use your own URL to test.

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_network_closesocket

my.compressImage {#mycompressimage}

Last updated: 2021-05-10

Path: miniprogram_gcash

my.compressImage

2021-05-10 03:43

Compress large images to fulfill the size restrictions from some mini programs.

Parameters

||||| --- | --- | --- | --- | **Property** | **Type** | **Required** | **Description** | | apFilePaths | Array | Yes | An array of the image paths to be compressed. | | compressLevel | int | No | The image quality after the compress. Valid values are:

- 0: Low quality
- 1: Medium quality
- 2: High quality
- 4: The quality depends on the network. When the network is Wi-Fi, the image is compressed to the high-quality image. Otherwise, the image is compressed to the medium-quality image.

The default value is 4. | | success | Function | No | The callback method that indicates a successful call. | | fail | Function | No | The callback method that indicates a failed call. | | complete | Function | No | The callback method that indicates the call is completed (this will be executed regardless of whether the call succeeds or fails). |

Success callback function

||||| --- | --- | --- | --- | **Property** | **Type** | **Required** | **Description** | | apFilePaths | Array | Yes | The local file path of the compressed image. |

Error code

||||| --- | --- | --- | --- | **Error Code** | **Error Message** | **Description** | | 2 | Compress failed | Failed to compress all images. | | Invalid parameter | Failed to compress one of all images. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_media_image_compressimage

my.compressImage {#mycompressimage}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.compressImage

2022-07-03 18:44

Compress large images to fulfill the size restrictions from some mini programs.

Parameters

	Property	Type	Required	Description
apFilePaths	Array	No	The array of image paths to be compressed.	
compressLevel	int	No	The image quality after compression. Valid values are:	
- 0	Low quality			
- 1	Medium quality			
- 2	High quality			
- 4	The quality depends on the network. When the network is Wi-Fi, the image is compressed to the high-quality image. Otherwise, the image is compressed to the medium-quality image.			
success	Function	No	The callback method that indicates a successful call.	
fail	Function	No	The callback method that indicates a failed call.	
complete	Function	No	The callback method that indicates the call is completed (this will be executed regardless of whether the call succeeds or fails).	

Success callback function

	Property	Type	Required	Description
localFilepath	Array	No	The local file path of the compressed image.	

Error code

	Error Code	Error Message	Description
1	2	Compress failed	Failed to compress all images.
2	1	Invalid parameter	Failed to compress one of all images.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_media_image_compressimage

my.confirm {#myconfirm}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.confirm

2021-05-09 18:43

Confirm box.

Sample Code

copy

```
my.confirm({
  title: 'Tips',
  content: 'Do you want to check the courier number: 1234567890?',
  confirmButtonText: 'Inquire now',
  cancelButtonText: 'Not needed',
  success: (result) => {
    my.alert({
      title: `${result.confirm}`,
    });
  },
});
```

Parameters

	Property	Type	Description
title	String	No	Title of the confirm box.
content	String	No	Content of the confirm box.
confirmButtonText	String	No	OK button text, which is “OK” by default.
cancelButtonText	String	No	Cancel button text, which is “Cancel” by default.
success	Function	No	Callback function upon call success.
fail	Function	No	Callback function upon call failure.
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure).

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

	Property	Type	Description
confirm	Boolean	Click Confirm to return true; click Cancel to return false.	

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_feedback_confirm

my.connectBLEDevice {#myconnectbledevice}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.connectBLEDevice

2021-05-09 18:43

Use this API to connect to a Bluetooth Low Energy (BLE) device.

Instructions:

- If the Mini Program has previously discovered a Bluetooth device and successfully connected to it, you can directly pass the device ID obtained previously to connect to the device, without the need to perform a search operation.
- If the specified Bluetooth device is already connected, repeated connection request will return success directly.

Note: Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
.help-title {
    padding:10px;
    color:#FC0D1B;
}
```

copy

```
// .json
{
    "defaultTitle": "Bluetooth"
}
```

copy

```
<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>
    </view>
```

```
<view class="page-section-title">Scan the Bluetooth device</view>
<view class="page-section-demo">
    <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
    <button type="primary" onTap="getBluetoothDevices">All devices
found</button>
    <button type="primary" onTap="getConnectedBluetoothDevices">All
devices connected</button>
    <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
</view>
<view class="page-section-title">Connect the device</view>
<view class="page-section-demo">
    <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
    <button type="primary" onTap="connectBLEDevice">Connect the
device</button>
    <button type="primary" onTap="getBLEDeviceServices">Obtain
device services</button>
    <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
characteristics</button>
    <button type="primary" onTap="disconnectBLEDevice">Disconnect
the device</button>
</view>
<view class="page-section-title">Read and write data</view>
<view class="page-section-demo">
    <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
    <button type="primary" onTap="readBLECharacteristicValue">Read
data</button>
    <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
    <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic
value</button>
</view>
<view class="page-section-title">Other events</view>
<view class="page-section-demo">
    <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
    <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth
state</button>
    <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
    <button type="primary" onTap="offBLEConnectionStateChanged">Un-
listens to Bluetooth connection state</button>
```

```
</view>
</view>
</view>

copy

// .js
Page({
  data: {
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
    serid: 'FEE7',
    notifyId: '36F6',
    writeId: '36F5',
    charid: '',
    alldev: [{ deviceID: '' }],
  },

  //Obtain the Bluetooth state
  openBluetoothAdapter() {
    my.openBluetoothAdapter({
      success: res => {
        if (!res.isSupportBLE) {
          my.alert({ content: 'Sorry, your mobile Bluetooth is unavailable temporarily' });
          return;
        }
        my.alert({ content: 'Succeeded to initialize!' });
      },
      fail: error => {
        my.alert({ content: JSON.stringify(error) });
      },
    });
  },
  closeBluetoothAdapter() {
    my.closeBluetoothAdapter({
      success: () => {
        my.alert({ content: 'Bluetooth closed!' });
      },
      fail: error => {
        my.alert({ content: JSON.stringify(error) });
      },
    });
  },
  getBluetoothAdapterState() {
    my.getBluetoothAdapterState({
      success: res => {
        if (!res.available) {
          my.alert({ content: 'Sorry, your mobile Bluetooth is unavailable temporarily' });
          return;
        }
        my.alert({ content: JSON.stringify(res) });
      }
    });
  }
});
```

```
,  
    fail: error => {  
        my.alert({ content: JSON.stringify(error) });  
    },  
},  
,  
  
//Scan the Bluetooth device  
startBluetoothDevicesDiscovery() {  
    my.startBluetoothDevicesDiscovery({  
        allowDuplicatesKey: false,  
        success: () => {  
            my.onBluetoothDeviceFound({  
                success: res => {  
  
                    // my.alert({content:'Listens to new  
device'+JSON.stringify(res)});  
                    var deviceArray = res.devices;  
                    for (var i = deviceArray.length - 1; i >= 0; i--) {  
                        var deviceObj = deviceArray[i];  
  
                        //Pair the target device with the device name or  
broadcast data, and then record the device ID for later use.  
                        if (deviceObj.name == this.data.name) {  
                            my.alert({ content: 'Target device is found' });  
                            my.offBluetoothDeviceFound();  
                            this.setData({  
                                deviceId: deviceObj.deviceId,  
                            });  
                            break;  
                        }  
                    }  
                },  
            },  
            fail: error => {  
                my.alert({ content: 'Failed to listen to new device' +  
JSON.stringify(error) });  
            },  
        },  
    },  
},  
fail: error => {  
    my.alert({ content: 'Failed to start scanning' +  
JSON.stringify(error) });  
},  
});  
,  
  
//Stop scanning  
stopBluetoothDevicesDiscovery() {  
    my.stopBluetoothDevicesDiscovery({  
        success: res => {  
            my.offBluetoothDeviceFound();  
        },  
    },  
},
```

```
        my.alert({ content: 'Succeeded!' });
    },
    fail: error => {
        my.alert({ content: JSON.stringify(error) });
    },
});
},
//Obtain the connected device
getConnectedBluetoothDevices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connecting devices!' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
            devid = res.devices[0].deviceId;
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Obtain all searched devices
getBluetoothDevices() {
    my.getBluetoothDevices({
        success: res => {
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
bindKeyInput(e) {
    this.setData({
        devid: e.detail.value,
    });
},
//Connect the device
connectBLEDevice() {
    my.connectBLEDevice({
        deviceId: this.data.devid,
        success: res => {
            my.alert({ content: 'Succeeded to connect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        }
    });
}
```

```
,  
    } );  
,  
  
//Disconnect the device  
disconnectBLEDevice() {  
    my.disconnectBLEDevice({  
        deviceId: this.data.devid,  
        success: () => {  
            my.alert({ content: 'Succeeded to disconnect!' });  
        },  
        fail: error => {  
            my.alert({ content: JSON.stringify(error) });  
        },  
    });  
},  
  
//Obtain the services of the connected device  
getBLEDeviceServices() {  
    my.getConnectedBluetoothDevices({  
        success: res => {  
            if (res.devices.length === 0) {  
                my.alert({ content: 'No connected devices' });  
                return;  
            }  
            my.getBLEDeviceServices({  
                deviceId: this.data.devid,  
                success: res => {  
                    my.alert({ content: JSON.stringify(res) });  
                    this.setData({  
                        serid: res.services[0].serviceId,  
                    });  
                },  
                fail: error => {  
                    my.alert({ content: JSON.stringify(error) });  
                },  
            });  
        },  
    });  
},  
  
//Obtain the char ID of the connected device, read and write  
characteristics are respectively screened out.  
getBLEDeviceCharacteristics() {  
    my.getConnectedBluetoothDevices({  
        success: res => {  
            if (res.devices.length === 0) {  
                my.alert({ content: 'No connected devices' });  
                return;  
            }  
            this.setData({
```

```
        devId: res.devices[0].deviceId,
    });
    my.getBLEDeviceCharacteristics({
        deviceId: this.data.devid,
        serviceId: this.data.serid,
        success: res => {
            my.alert({ content: JSON.stringify(res) });

                //See the related document for more information of the
                properties of the characteristics. Pair the characteristics according
                to the properties and record the value for later use.
            this.setData({
                charId: res.characteristics[0].characteristicId,
            });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
});

//Read and write data
readBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devId: res.devices[0].deviceId,
            });
            my.readBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,

                    //1 Android reading service
                    // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                    // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
                    success: res => {
                        my.alert({ content: JSON.stringify(res) });
                    },
                    fail: error => {
                        my.alert({ content: 'Failed to read' +
JSON.stringify(error) });
                    },
                });
            },
        });
},
```

```
    });
  },
  writeBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
      success: res => {
        if (res.devices.length === 0) {
          my.alert({ content: 'No connected devices' });
          return;
        }
        this.setData({
          devid: res.devices[0].deviceId,
        });
        my.writeBLECharacteristicValue({
          deviceId: this.data.devId,
          serviceId: this.data.serId,
          characteristicId: this.data.charId,
          //Android writing service
          //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
          //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
          value: 'ABCD',
          success: res => {
            my.alert({ content: 'Succeeded to write data!' });
          },
          fail: error => {
            my.alert({ content: JSON.stringify(error) });
          },
        });
      },
    });
  },
  notifyBLECharacteristicValueChange() {
    my.getConnectedBluetoothDevices({
      success: res => {
        if (res.devices.length === 0) {
          my.alert({ content: 'No connected devices' });
          return;
        }
        this.setData({
          devid: res.devices[0].deviceId,
        });
        my.notifyBLECharacteristicValueChange({
          state: true,
          deviceId: this.data.devId,
          serviceId: this.data.serId,
          characteristicId: this.data.notifyId,
          success: () => {

            //Listens to characteristic change events
            my.onBLECharacteristicValueChange({
              success: res => {
```

```
// my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
    my.alert({ content: 'Obtain the response data = ' +
res.value });
},
});
my.alert({ content: 'Succeeded to listen' });
},
fail: error => {
    my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
},
});
},
);
},
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState'),
},
onBluetoothAdapterStateChange() {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
    }
},
offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState'),
},
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'),
},
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    }
}
```

```

    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {

my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onUnload() {
    this.offBLEConnectionStateChanged();
    this.offBLECharacteristicValueChange();
    this.offBluetoothAdapterStateChange();
    this.closeBluetoothAdapter();
},
);

```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || deviceId | String | Yes | The Bluetooth device ID. || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

九色鹿

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_ble_connectbledevice

my.connectBLEDevice {#myconnectbledevice}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.connectBLEDevice

2022-07-03 18:44

Use this API to connect to a Bluetooth Low Energy (BLE) device.

Instructions:

- If the Mini Program has previously discovered a Bluetooth device and successfully connected to it, you can directly pass the device ID obtained previously to connect to the device, without the need to perform a search operation.

- If the specified Bluetooth device is already connected, repeated connection request will return success directly.

Note: Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
.help-title {
    padding:10px;
    color:#FC0D1B;
}
```

copy

```
// .json
{
    "defaultTitle": "Bluetooth"
}
```

copy

```
<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
            found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
            devices connected</button>
            <button type="primary"
```

```
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
    </view>
    <view class="page-section-title">Connect the device</view>
    <view class="page-section-demo">
        <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
        <button type="primary" onTap="connectBLEDevice">Connect the
device</button>
        <button type="primary" onTap="getBLEDeviceServices">Obtain
device services</button>
        <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
characteristics</button>
        <button type="primary" onTap="disconnectBLEDevice">Disconnect
the device</button>
    </view>
    <view class="page-section-title">Read and write data</view>
    <view class="page-section-demo">
        <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
        <button type="primary" onTap="readBLECharacteristicValue">Read
data</button>
        <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
        <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic
value</button>
    </view>
    <view class="page-section-title">Other events</view>
    <view class="page-section-demo">
        <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
        <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth
state</button>
        <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
        <button type="primary" onTap="offBLEConnectionStateChanged">Un-
listens to Bluetooth connection state</button>
    </view>
</view>
</view>
```

copy

```
// .js
Page({
  data: {
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
```

```
serid: 'FEE7',
notifyId: '36F6',
writeId: '36F5',
charid: '',
alldev: [{ deviceId: '' }],
},

//Obtain the Bluetooth state
openBluetoothAdapter() {
    my.openBluetoothAdapter({
        success: res => {
            if (!res.isSupportBLE) {
                my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
                return;
            }
            my.alert({ content: 'Succeeded to initialize!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
closeBluetoothAdapter() {
    my.closeBluetoothAdapter({
        success: () => {
            my.alert({ content: 'Bluetooth closed!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
getBluetoothAdapterState() {
    my.getBluetoothAdapterState({
        success: res => {
            if (!res.available) {
                my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Scan the Bluetooth device
startBluetoothDevicesDiscovery() {
```

```
my.startBluetoothDevicesDiscovery({
    allowDuplicatesKey: false,
    success: () => {
        my.onBluetoothDeviceFound({
            success: res => {

                // my.alert({content:'Listens to new
device'+JSON.stringify(res)});
                var deviceArray = res.devices;
                for (var i = deviceArray.length - 1; i >= 0; i--) {
                    var deviceObj = deviceArray[i];

                    //Pair the target device with the device name or
broadcast data, and then record the device ID for later use.
                    if (deviceObj.name == this.data.name) {
                        my.alert({ content: 'Target device is found' });
                        my.offBluetoothDeviceFound();
                        this.setData({
                            deviceId: deviceObj.deviceId,
                        });
                        break;
                    }
                }
            },
            fail: error => {
                my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
            },
        });
    },
    fail: error => {
        my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
    },
});
};

//Stop scanning
stopBluetoothDevicesDiscovery() {
    my.stopBluetoothDevicesDiscovery({
        success: res => {
            my.offBluetoothDeviceFound();
            my.alert({ content: 'Succeeded!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
};

//Obtain the connected device
```

```
getConnectedBluetoothDevices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connecting devices!' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
            devid = res.devices[0].deviceId;
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},

//Obtain all searched devices
getBluetoothDevices() {
    my.getBluetoothDevices({
        success: res => {
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
bindKeyInput(e) {
    this.setData({
        devid: e.detail.value,
    });
},

//Connect the device
connectBLEDevice() {
    my.connectBLEDevice({
        deviceId: this.data.devid,
        success: res => {
            my.alert({ content: 'Succeeded to connect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Disconnect the device
disconnectBLEDevice() {
    my.disconnectBLEDevice({
        deviceId: this.data.devid,
        success: () => {

```

```
        my.alert({ content: 'Succeeded to disconnect!' });
    },
    fail: error => {
        my.alert({ content: JSON.stringify(error) });
    },
});
},
//Obtain the services of the connected device
getBLEDeviceServices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            my.getBLEDeviceServices({
                deviceId: this.data.devid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    this.setData({
                        serid: res.services[0].serviceId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
},
//Obtain the char ID of the connected device, read and write
characteristics are respectively screened out.
getBLEDeviceCharacteristics() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.getBLEDeviceCharacteristics({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });

                    //See the related document for more information of the
                }
            });
        }
    });
}
```

```
properties of the characteristics. Pair the characteristics according
to the properties and record the value for later use.

        this.setData({
            charid: res.characteristics[0].characteristicId,
        });
    },
    fail: error => {
        my.alert({ content: JSON.stringify(error) });
    },
});
},
});

//Read and write data
readBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.readBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,

                //1 Android reading service
                // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                },
                fail: error => {
                    my.alert({ content: 'Failed to read' +
JSON.stringify(error) });
                },
            });
        },
    });
},
writeBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
        }
    });
}
```

```
this.setData({
  devid: res.devices[0].deviceId,
});
my.writeBLECharacteristicValue({
  deviceId: this.data.devid,
  serviceId: this.data.serid,
  characteristicId: this.data.charid,

  //Android writing service
  //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
  //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
  value: 'ABCD',
  success: res => {
    my.alert({ content: 'Succeeded to write data!' });
  },
  fail: error => {
    my.alert({ content: JSON.stringify(error) });
  },
},
),
},
);
};

notifyBLECharacteristicValueChange() {
  my.getConnectedBluetoothDevices({
    success: res => {
      if (res.devices.length === 0) {
        my.alert({ content: 'No connected devices' });
        return;
      }
      this.setData({
        devid: res.devices[0].deviceId,
      });
      my.notifyBLECharacteristicValueChange({
        state: true,
        deviceId: this.data.devid,
        serviceId: this.data.serid,
        characteristicId: this.data.notifyId,
        success: () => {

          //Listens to characteristic change events
          my.onBLECharacteristicValueChange({
            success: res => {

              // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
              my.alert({ content: 'Obtain the response data = ' +
res.value });
            },
          });
          my.alert({ content: 'Succeeded to listen' });
        },
      });
    },
  });
}
```

```
        fail: error => {
            my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
        },
    );
},
);
},
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
},
onBluetoothAdapterStateChange() {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
    }
},
offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
},
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {

my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
```

```

onUnload() {
    this.offBLEConnectionStateChanged();
    this.offBLECharacteristicValueChange();
    this.offBluetoothAdapterStateChange();
    this.closeBluetoothAdapter();
},
});

```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || deviceId | String | Yes | The Bluetooth device ID. || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_bluetooth_ble_connectbledevice

my.connectSocket {#myconnectsocket}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.connectSocket

2021-05-09 18:43

Use this API to create a WebSocket connection. An Mini Program can only have one WebSocket connection at a time. If a WebSocket connection already exists when a new one is created, the existing one will be automatically disabled.

Sample Code

copy

```

my.connectSocket({
  url: 'test.php',
  data: {},
  header:{
    'content-type': 'application/json'
  },
});

```

Note: The case is only for reference. Please use your own URL to test.

Parameters

The address of target server interface.

Note:

Some newly released Mini Programs only support WSS protocol. || data | Object | No | The request parameters. || header | Object | No | Header of the request. || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Error Code

Error Code	Description	Solution
1	An unknown error.	-
2	A network connection already exists. An Mini Program can only keep one WebSocket connection for a period of time. If a WebSocket connection already exists when a new one is created, the existing one will be automatically disabled.	3 The URL parameter is null. Replace the URL link.
3	An unrecognized URL format. Replace the URL link.	4 The URL must start with WS or WSS. Replace the URL link.
4	5 The URL must start with WS or WSS. Replace the URL link.	6 Connection timed out. Try again later.
5	7 The HTTPS certificate returned by the server is invalid. The Mini Program must start a network request using HTTPS/WSS.	
6	When a request is sent, the HTTPS certificate of the server domain name is checked. If the check fails, the request cannot be successfully initiated. Due to system limitations, different platforms have different requirements for certificates. To ensure the compatibility of Mini Programs, developers are recommended to configure certificates according to the highest standards and use relevant tools to check existing certificates to ensure that the certificates are valid.	8 The protocol header returned by the server is invalid. Starting from May 2019, newly created Mini Programs must use HTTPS and WSS protocols by default and HTTP and WS protocols are not supported.
7	9 The Sec-WebSocket-Protocol request header is not specified for the WebSocket request. Please specify the Sec-WebSocket-Protocol request header.	10 The network is not available and the message cannot be sent. Please call <u>my.sendSocketMessage</u> to send a data message after connecting to the server normally. Use <u>my.onSocketOpen</u> to check if the connection with the server is correct.

Note:

To send data through a WebSocket connection, you need to use `my.connectSocket` to start the connection first, and then call `my.sendSocketMessage` to send data after the `my.onSocketOpen` callback. || 11 | Failed to send message. | Try again later. || 12 | Unable to request more memory to read network data. | Please check the memory. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_network_connectsocket

my.connectSocket {#myconnectsocket}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.connectSocket

2022-07-03 18:44

Use this API to create a [WebSocket](#) connection. An Mini Program can only have one WebSocket connection at a time. If a WebSocket connection already exists when a new one is created, the existing one will be automatically disabled.

Sample Code

copy

```
my.connectSocket({
  url: 'test.php',
  data: {},
  header: {
    'content-type': 'application/json'
  },
});
```

Note: The case is only for reference. Please use your own URL to test.

Parameters

	Property	Type	Required	Description
url	String	Yes		The address of target server interface.

Note:

Some newly released Mini Programs only support WSS protocol.
 || data | Object | No |
 The request parameters. || header | Object | No | Header of the request. || success |
 Function | No | The callback function for a successful API call. || fail | Function | No | The
 callback function for a failed API call. || complete | Function | No | The callback function
 used when the API call is completed. This function is always executed no matter the call
 succeeds or fails. |

Error Code

	Error Code	Description	Solution
1	An unknown error.	-	2
A network connection already exists.	An Mini Program can only keep one WebSocket connection for a period of time. If a WebSocket connection already exists when a new one is created, the existing one will be automatically disabled.	3	The URL parameter is null. Replace the URL link. 4 An unrecognized URL format. Replace the URL link. 5 The URL must start with WS or WSS. Replace the URL link. 6 Connection timed out. Try again later. 7 The HTTPS certificate returned by the server is invalid. The Mini Program must start a network request using HTTPS/WSS. When a request is sent, the HTTPS certificate of the server domain name is checked. If

the check fails, the request cannot be successfully initiated. Due to system limitations, different platforms have different requirements for certificates. To ensure the compatibility of Mini Programs, developers are recommended to configure certificates according to the highest standards and use relevant tools to check existing certificates to ensure that the certificates are valid.¹¹⁸ | The protocol header returned by the server is invalid. | Starting from May 2019, newly created Mini Programs must use HTTPS and WSS protocols by default and HTTP and WS protocols are not supported.¹¹⁹ | The Sec-WebSocket-Protocol request header is not specified for the WebSocket request. | Please specify the Sec-WebSocket-Protocol request header.¹¹¹⁰ | The network is not available and the message cannot be sent. | Please call my.sendSocketMessage to send a data message after connecting to the server normally. Use my.onSocketOpen to check if the connection with the server is correct.

Note:

To send data through a WebSocket connection, you need to use my.connectSocket to start the connection first, and then call my.sendSocketMessage to send data after the my.onSocketOpen callback.¹¹¹¹ | Failed to send message. | Try again later.¹¹¹² | Unable to request more memory to read network data. | Please check the memory.¹¹

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_network_connectsocket

my.createAnimation {#mycreateanimation}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.createAnimation

2022-07-03 18:44

Create an animation instance. Call the instance method to describe animation, and then use the `export` method of animation instance to export the animation data and transfer to the component `animation` attribute.

Note: After the `export` method is called, the previous animation operation will be cleared.

Sample Code

copy

```
//.json
{
  "defaultTitle": "Animation"
}
```

copy

```
<!-- .axml -->
<view class="page">
    <view class="page-description">Animation API</view>
    <view class="page-section">
        <view class="page-section-title">my.createAnimation</view>
        <view class="page-section-demo">
            <view class="animation-element" animation="{{animation}}>
```

</view>

```
    </view>
    <view class="page-section-btns">
        <view type="primary" onTap="rotate">Rotate</view>
        <view type="primary" onTap="scale"> Scale</view>
        <view type="primary" onTap="translate">Translate</view>
    </view>
    <view class="page-section-btns">
        <view type="primary" onTap="skew">Skew</view>
        <view type="primary" onTap="rotateAndScale">Rotate and scale</view>
        <view type="primary" onTap="rotateThenScale">Rotate and then scale</view>
    </view>
    <view class="page-section-btns">
        <view type="primary" onTap="all">Expand all simultaneously</view>
    </view>
        <view type="primary" onTap="allInQueue">Expand all in order</view>
        <view type="primary" onTap="reset">Reset</view>
    </view>
</view>
```

copy

```
//.js
Page({
    onReady() {
        this.animation = my.createAnimation()
    },
    rotate() {
        this.animation.rotate(Math.random() * 720 - 360).step()
        this.setData({ animation: this.animation.export() })
    },
    scale() {
        this.animation.scale(Math.random() * 2).step()
        this.setData({ animation: this.animation.export() })
    },
    translate() {
        this.animation.translate(Math.random() * 100 - 50, Math.random() * 100 - 50).step()
        this.setData({ animation: this.animation.export() })
    }
})
```

```
},
skew() {
    this.animation.skew(Math.random() * 90, Math.random() * 90).step()
    this.setData({ animation: this.animation.export() })
},
rotateAndScale() {
    this.animation.rotate(Math.random() * 720 - 360)
    .scale(Math.random() * 2)
    .step()
    this.setData({ animation: this.animation.export() })
},
rotateThenScale() {
    this.animation.rotate(Math.random() * 720 - 360).step()
    .scale(Math.random() * 2).step()
    this.setData({ animation: this.animation.export() })
},
all() {
    this.animation.rotate(Math.random() * 720 - 360)
    .scale(Math.random() * 2)
    .translate(Math.random() * 100 - 50, Math.random() * 100 - 50)
    .skew(Math.random() * 90, Math.random() * 90)
    .step()
    this.setData({ animation: this.animation.export() })
},
allInQueue() {
    this.animation.rotate(Math.random() * 720 - 360).step()
    .scale(Math.random() * 2).step()
    .translate(Math.random() * 100 - 50, Math.random() * 100 -
50).step()
    .skew(Math.random() * 90, Math.random() * 90).step()
    this.setData({ animation: this.animation.export() })
},
reset() {
    this.animation.rotate3d(0, 0, 0, 0)
    .rotateX(0)
    .rotateY(0)
    .rotateZ(0)
    .scale(1)
    .translate(0, 0)
    .skew(0, 0)
    .step({ duration: 0 })
    this.setData({ animation: this.animation.export() })
}
})
```

copy

```
.animation-element {
    width: 200rpx;
    height: 200rpx;
    background-color: #108ee9;
```

```
    transform: scaleX(1) scaleY(1);
}
```

Parameters

Object type with the following attributes:

	Property	Type	Required	Description
duration	Integer	No	Animation duration, in ms, 400 by default.	
timeFunction	String	No	Define animation effect, linear by default, effective values including linear, ease, ease-in, ease-in-out, ease-out, step-start and step-end .	
delay	Integer	No	Animation delay, in ms, 0 by default.	
transformOrigin	String	No	Set transform-origin, 50% 50% 0 by default.	

Sample Code

copy

```
//.js
const animation = my.createAnimation({
  transformOrigin: "top right",
  duration: 3000,
  timeFunction: "ease-in-out",
  delay: 100,
})
```

Animation

The animation instance may call the following method to describe the animation. At the end of the call, the instance itself is returned. The chain call style is supported. When the view animation attribute is initialized as {}, error may appears on basic library 1.11.0 (not including 1.11.0) and lower version. It is recommended to initialize as null.

Style

	Method	Parameters	Description
opacity	value	Transparency, range 0~1.	
backgroundColor	color	Color value.	
width	length	Set the width:length values, in px, such as 300 px.	
height	length	Set the height:length values, in px, such as 300 px.	
top	length	Set the top:length values, in px, such as 300 px.	
left	length	Set the left:length values, in px, such as 300 px.	
bottom	length	Set the bottom:length values, in px, such as 300 px.	
right	length	Set the right:length values, in px, such as 300 px.	

Rotation

	Method	Parameters	Description
rotate	deg	Deg range -180 ~ 180, rotate by deg degrees clockwise from origin.	
rotateX	deg	Deg range -180 ~ 180, rotate by deg degrees on X axis.	
rotateY	deg	Deg range -180 ~ 180, rotate by deg	

degrees on Y axis. || rotateZ | deg | Deg range -180 ~ 180, rotate by deg degrees on Z axis. || rotate3d | (x, y , z, deg) | Same as [transform-function rotate3d](#). |

Scale

||||| --- | --- | --- | **Method | Parameters | Description** || scale | sx,[sy] | When there is only one parameter, it indicates scaling sx times on X and Y axes at the same time. When there are two parameters, it indicates scaling sx times on X axis and sy times on Y axis. || scaleX | sx | Scale sx times on X axis. || scaleY | sy | Scale sy times on Y axis. || scaleZ | sz | Scale sz times on Z axis. || scale3d | (sx,sy,sz) | Scale sx times on X axis, sy times on Y axis and sz times on Z axis. |

Translate

||||| --- | --- | --- | **Method | Parameters | Description** || translate | tx,[ty] | When there is only one parameter, it indicates translating by tx on X axis. When there are two parameters, it indicates translating by tx on X axis and ty on Y axis. || translateX | tx | Translate by tx on X axis, in px. || translateY | ty | Translate by ty on Y axis, in px. || translateZ | tz | Translate by tz on Z axis, in px. || translate3d | (tx,ty,tz) | Translate by tx on X axis, ty on Y axis and tz on Z axis, in px. |

Skew

||||| --- | --- | --- | **Method | Parameters | Description** || skew | ax,[ay] | Range -180~180 When there is only one parameter, Y stays unchanged and X skews by ax degrees clockwise. When there are two parameters, X skews by ax degrees and Y skews by ay degrees. || skewX | ax | Range -180~180 Y stays unchanged and X skews by ax degrees clockwise. Degree. || skewY | ay | Range -180~180 X stays unchanged and Y skews by ay degrees clockwise. |

Matrix transformation

||||| --- | --- | --- | **Method | Parameters | Description** || matrix | (a,b,c,d,tx,ty) | Same as [transform-function](#). || matrix3d | (a1, b1, c1, d1, a2, b2, c2, d2, a3, b3, c3, d3, a4, b4, c4, d4) | Same as [transform-function matrix3d](#). |

Animation Queue

- When the animation operation method is called, it is required to call `step()` to indicates the completion of a group of animations. Within a group of animation, it is possible to call any number of animation methods. All animations in the group start at the same time. It does not enter into the next group until the current animation group ends.
- The `step()` can transfer a configuration parameter that is the same as `my.createAnimation()`, which is used to specify the configuration of the current animation group.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_ui_animation_createanimation

my.createAnimation {#mycreateanimation}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.createAnimation

2021-05-09 18:43

Create an animation instance. Call the instance method to describe animation, and then use the `export` method of animation instance to export the animation data and transfer to the component `animation` attribute.

Note: After the `export` method is called, the previous animation operation will be cleared.

Sample Code

copy

```
//.json
{
    "defaultTitle": "Animation"
}
```

copy

```
<!-- .axml -->
<view class="page">
    <view class="page-description">Animation API</view>
    <view class="page-section">
        <view class="page-section-title">my.createAnimation</view>
        <view class="page-section-demo">
            <view class="animation-element" animation="{{animation}}>
        </view>
        </view>
        <view class="page-section-btns">
            <view type="primary" onTap="rotate">Rotate</view>
            <view type="primary" onTap="scale"> Scale</view>
            <view type="primary" onTap="translate">Translate</view>
        </view>
        <view class="page-section-btns">
            <view type="primary" onTap="skew">Skew</view>
            <view type="primary" onTap="rotateAndScale">Rotate and
            scale</view>
            <view type="primary" onTap="rotateThenScale">Rotate and then
```

```
scale</view>
    </view>
    <view class="page-section-btns">
        <view type="primary" onTap="all">Expand all simultaneously
    </view>
        <view type="primary" onTap="allInQueue">Expand all in
        order</view>
        <view type="primary" onTap="reset">Reset</view>
    </view>
</view>

copy

//.js
Page({
    onReady() {
        this.animation = my.createAnimation()
    },
    rotate() {
        this.animation.rotate(Math.random() * 720 - 360).step()
        this.setData({ animation: this.animation.export() })
    },
    scale() {
        this.animation.scale(Math.random() * 2).step()
        this.setData({ animation: this.animation.export() })
    },
    translate() {
        this.animation.translate(Math.random() * 100 - 50, Math.random() *
        100 - 50).step()
        this.setData({ animation: this.animation.export() })
    },
    skew() {
        this.animation.skew(Math.random() * 90, Math.random() * 90).step()
        this.setData({ animation: this.animation.export() })
    },
    rotateAndScale() {
        this.animation.rotate(Math.random() * 720 - 360)
            .scale(Math.random() * 2)
            .step()
        this.setData({ animation: this.animation.export() })
    },
    rotateThenScale() {
        this.animation.rotate(Math.random() * 720 - 360).step()
            .scale(Math.random() * 2).step()
        this.setData({ animation: this.animation.export() })
    },
    all() {
        this.animation.rotate(Math.random() * 720 - 360)
            .scale(Math.random() * 2)
            .translate(Math.random() * 100 - 50, Math.random() * 100 - 50)
            .skew(Math.random() * 90, Math.random() * 90)
    }
})
```

```

.step()
  this.setData({ animation: this.animation.export() })
},
allInQueue() {
  this.animation.rotate(Math.random() * 720 - 360).step()
    .scale(Math.random() * 2).step()
    .translate(Math.random() * 100 - 50, Math.random() * 100 -
50).step()
      .skew(Math.random() * 90, Math.random() * 90).step()
  this.setData({ animation: this.animation.export() })
},
reset() {
  this.animation.rotate3d(0, 0, 0, 0)
    .rotateX(0)
    .rotateY(0)
    .rotateZ(0)
    .scale(1)
    .translate(0, 0)
    .skew(0, 0)
    .step({ duration: 0 })
  this.setData({ animation: this.animation.export() })
}
})

```

copy

```

.animation-element {
  width: 200rpx;
  height: 200rpx;
  background-color: #108ee9;
  transform: scaleX(1) scaleY(1);
}

```

Parameters

Object type with the following attributes:

Property	Type	Required	Description
duration	Integer	No	Animation duration, in ms, 400 by default.
timeFunction	String	No	Define animation effect, linear by default, effective values including linear, ease, ease-in, ease-in-out, ease-out, step-start and step-end.
delay	Integer	No	Animation delay, in ms, 0 by default.
transformOrigin	String	No	Set transform-origin, 50% 50% 0 by default.

Sample Code

copy

```

//.js
const animation = my.createAnimation({
  transformOrigin: "top right",

```

```

duration: 3000,
timeFunction: "ease-in-out",
delay: 100,
})

```

Animation

The animation instance may call the following method to describe the animation. At the end of the call, the instance itself is returned. The chain call style is supported. When the view animation attribute is initialized as {}, error may appears on basic library 1.11.0 (not including 1.11.0) and lower version. It is recommended to initialize as null.

Style

--- --- ---	Method	Parameters	Description
-----------------	---------------	-------------------	--------------------

```

|| opacity | value | Transparency, range 0~1. || backgroundColor | color | Color value. || width | length | Set the width:length values, in px, such as 300 px. || height | length | Set the height:length values, in px, such as 300 px. || top | length | Set the top:length values, in px, such as 300 px. || left | length | Set the left:length values, in px, such as 300 px. || bottom | length | Set the bottom:length values, in px, such as 300 px. || right | length | Set the right:length values, in px, such as 300 px. |

```

Rotation

--- --- ---	Method	Parameters	Description
-----------------	---------------	-------------------	--------------------

```

|| rotate | deg | Deg range -180 ~ 180, rotate by deg degrees clockwise from origin. || rotateX | deg | Deg range -180 ~ 180, rotate by deg degrees on X axis. || rotateY | deg | Deg range -180 ~ 180, rotate by deg degrees on Y axis. || rotateZ | deg | Deg range -180 ~ 180, rotate by deg degrees on Z axis. || rotate3d | (x, y , z, deg) | Same as transform-function rotate3d. |

```

Scale

--- --- ---	Method	Parameters	Description
-----------------	---------------	-------------------	--------------------

```

|| scale | sx,[sy] | When there is only one parameter, it indicates scaling sx times on X and Y axes at the same time. When there are two parameters, it indicates scaling sx times on X axis and sy times on Y axis. || scaleX | sx | Scale sx times on X axis. || scaleY | sy | Scale sy times on Y axis. || scaleZ | sz | Scale sz times on Z axis. || scale3d | (sx,sy,sz) | Scale sx times on X axis, sy times on Y axis and sz times on Z axis. |

```

Translate

--- --- ---	Method	Parameters	Description
-----------------	---------------	-------------------	--------------------

```

|| translate | tx,[ty] | When there is only one parameter, it indicates translating by tx on X axis. When there are two parameters, it indicates translating by tx on X axis and ty on Y axis. || translateX | tx | Translate by tx on X axis, in px. || translateY | ty | Translate by ty on Y axis, in px. || translateZ | tz | Translate by tz on Z axis, in px. || translate3d | (tx,ty,tz) | Translate by tx on X axis, ty on Y axis and tz on Z axis, in px. |

```

Skew

||||| --- | --- | --- || **Method** | **Parameters** | **Description** || skew | ax,[ay] | Range -180~180 When there is only one parameter, Y stays unchanged and X skews by ax degrees clockwise. When there are two parameters, X skews by ax degrees and Y skews by ay degrees. || skewX | ax | Range -180~180 Y stays unchanged and X skews by ax degrees clockwise. Degree. || skewY | ay | Range -180~180 X stays unchanged and Y skews by ay degrees clockwise. |

Matrix transformation

||||| --- | --- | --- || **Method** | **Parameters** | **Description** || matrix | (a,b,c,d,tx,ty) | Same as [transform-function](#). || matrix3d | (a1, b1, c1, d1, a2, b2, c2, d2, a3, b3, c3, d3, a4, b4, c4, d4) | Same as [transform-function matrix3d](#). |

Animation Queue

- When the animation operation method is called, it is required to call `step()` to indicates the completion of a group of animations. Within a group of animation, it is possible to call any number of animation methods. All animations in the group start at the same time. It does not enter into the next group until the current animation group ends.
- The `step()` can transfer a configuration parameter that is the same as `my.createAnimation()`, which is used to specify the configuration of the current animation group.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_animation_createanimation

my.createCanvasContext {#mycreatecanvascontext}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.createCanvasContext

2021-05-09 18:43

Create [canvas](#) context This canvas context works on the `<canvas/>` of the corresponding `canvasId` only.

Parameters

--- --- ---	Property	Type	Description
	canvasId	String	ID defined on the <canvas/>.

Return Value

CanvasContext

Sample Code

copy

```
//.js
const ctx = my.createCanvasContext('myCanvas')

const grd = ctx.createLinearGradient(30, 10, 120, 10)
grd.addColorStop(0, 'red')
grd.addColorStop(0.16, 'orange')
grd.addColorStop(0.33, 'yellow')
grd.addColorStop(0.5, 'green')
grd.addColorStop(0.66, 'cyan')
grd.addColorStop(0.83, 'blue')
grd.addColorStop(1, 'purple')

// Fill color
ctx.setFillStyle(grd)
ctx.fillRect(10, 10, 150, 80)
ctx.draw()
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_canvas_createcanvascontext

my.createCanvasContext {#mycreatecanvascontext}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.createCanvasContext

2022-07-03 18:44

Create canvas context This canvas context works on the <canvas/> of the corresponding canvasId only.

Parameters

Property	Type	Description
canvasId	String	ID defined on the <canvas/>.

Return Value

CanvasContext

Sample Code

copy

```
//.js
const ctx = my.createCanvasContext('myCanvas')

const grd = ctx.createLinearGradient(30, 10, 120, 10)
grd.addColorStop(0, 'red')
grd.addColorStop(0.16, 'orange')
grd.addColorStop(0.33, 'yellow')
grd.addColorStop(0.5, 'green')
grd.addColorStop(0.66, 'cyan')
grd.addColorStop(0.83, 'blue')
grd.addColorStop(1, 'purple')

// Fill color
ctx.setFillStyle(grd)
ctx.fillRect(10, 10, 150, 80)
ctx.draw()
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_ui_canvas_createcanvascontext

my.createMapContext {#mycreatemapcontext}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.createMapContext

2022-07-03 18:44

Call this API to create and return a map context object [mapContext](#).

For more information about the related components, see [map](#).

Parameter~~~~~

Property	Required	Description
mapId	Yes	The ID of the map component.

Return value

The return value is [MapContext](#).

Sample code

copy

```
//.axml
<view class="page-section">
    <map
        id="map"
        customMapStyle="light"
        longitude="{{longitude}}"
        latitude="{{latitude}}"
        scale="{{scale}}"
        controls="{{controls}}"
        onControlTap="controlltap"
        markers="{{markers}}"
        onMarkerTap="markertap"
        polyline="{{polyline}}"
        polygon="{{polygon}}"
        circles="{{circles}}"
        onRegionChange="regionchange"
        onTap="tap"
        onCalloutTap="callouttap"
        show-location style="width: 100%; height: 200px;"'
        include-points="{{includePoints}}"
        ground-overlays="{{ground-overlays}}>
    </map>
</view>
```

copy

```
//.js
Page({
    // ...
    onReady() {
        //Call my.createMapContext to obtain the map context.
        this.mapCtx = my.createMapContext('map');
    },
});
```

```
// ... ...  
}
```

PageContext.setData(Object)

Call this operation to initialize or reset map data. The parameters are optional.

Sample code

copy

```
// .js  
  
this.setData({  
    scale: 14,  
    longitude: 120.131441,  
    latitude: 30.279383,  
    'show-location':true,  
    // Add a ground overlay. Feature added in v10.1.35.  
    'ground-overlays':[{\  
        'include-points':[{// Upper-right\  
            latitude: 39.935029,\  
            longitude: 116.384377,\  
        },{// Lower-left\  
            latitude: 39.939577,\  
            longitude: 116.388331,\  
        }],\  
        image:'/image/groundoverlay.png',\  
        alpha:0.75,\  
        zIndex:0,\  
    }],  
    // Add a tile overlay. It is a feature added in v10.1.35.  
    'tile-overlay':{  
        url:'http://xixi.fullspeed.cn/public/map',  
        type:0,  
        tileSize:256,  
        tileHeight:256,  
        zIndex:1,  
    },  
    markers:[{}],  
    'include-points':[{}],  
    // New overview logic added in v10.1.35.  
    'include-padding':{left:0, right:0, top:0, bottom:0},  
    polyline: [{}],  
    circles: [{}],  
    controls: [{}],  
    polygon: [{}],  
    'include-padding':{},  
    // Support settings at map initialization. It is a feature added  
    in v10.1.50.
```

```

setting:{
    // Gesture
    gestureEnable:0/1,
    // Scale
    showScale:0/1,
    // Compass
    showCompass:0/1,
    // Tilt gestures with both hands
    tiltGesturesEnabled:0/1,
    // Show or hide traffic
    trafficEnabled:0/1,
    // Map POI
    showMapText:0/1,
    // Map logo position
    logoPosition:{centerX:150, centerY:90},
},
});

```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_map_createmapcont ext

my.createSelectorQuery {#mycreateselectorquery}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.createSelectorQuery

2021-05-09 18:43

Return a SelectorQuery object instance.

Return Value

[SelectorQuery](#)

Sample Code

copy

```

<!-- .axml -->
<view class="page">
    <view class="page-description">Node query API</view>

```

```

<view class="page-section">
  <view className="all">Node all1</view>
  <view className="all">Node all2</view>
  <view id="one">Node one</view>
  <view id="scroll" style="height:200px;overflow: auto">
    <view style="height:400px">Independent scroll region</view>
  </view>
  <button type="primary" onTap="createSelectorQuery">Node
query</button>
</view>
</view>

```

copy

```

//.js
Page({
  createSelectorQuery() {
    my.createSelectorQuery()
      .select('#non-exists').boundingClientRect()
      .select('#one').boundingClientRect()
      .selectAll('.all').boundingClientRect()
      .select('#scroll').scrollOffset()
      .selectViewport().boundingClientRect()
      .selectViewport().scrollOffset().exec((ret) => {
        console.log(ret);
        my.alert({
          content: JSON.stringify(ret, null, 2),
        });
      })
    },
  );
}
);

```

ret Structure

copy

```

[\
  null,\n  {\
    "x": 1,\n    "y": 2,\n    "width": 1367,\n    "height": 18,\n    "top": 2,\n    "right": 1368,\n    "bottom": 20,\n    "left": 1\n  },\n  [\
    {\
      "x": 1,\n

```

```

    "y": -34,\n
    "width": 1367,\n
    "height": 18,\n
    "top": -34,\n
    "right": 1368,\n
    "bottom": -16,\n
    "left": 1\n
},\n
{\n
    "x": 1,\n
    "y": -16,\n
    "width": 1367,\n
    "height": 18,\n
    "top": -16,\n
    "right": 1368,\n
    "bottom": 2,\n
    "left": 1\n
}\n
],\n
{\n
    "scrollTop": 0,\n
    "scrollLeft": 0\n
},\n
{\n
    "width": 1384,\n
    "height": 360\n
},\n
{\n
    "scrollTop": 35,\n
    "scrollLeft": 0\n
}\n
]

```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_selector-query_createSelectorQuery

my.createSelectorQuery (UI/Selector-Query) {#mycreateselectorquery-ui/selector-query}

Path: miniprogram_gcash

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_UI_Selector-Query_createSelectorQuery

my.createWebViewContext {#mycreatewebviewcontext}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.createWebViewContext

2022-07-03 18:44

By creating webviewContext, it creates the capability to send messages from Mini Program to web-view. Create and return web-view context webViewContext object.

Sample Code

copy

```
<!-- .axml -->
<view>
    <web-view id="web-view-1" src="..." onMessage="onMessage"></web-
view>
</view>
```

copy

```
// .js
Page({
    onLoad() {
        this.webViewContext = my.createWebViewContext('web-view-1');
    },
    // Receive message from HTML5
    onMessage(e) {
        console.log(e); //{'sendToMiniProgram': '0'}
        // Send message to HTML5
        this.webViewContext.postMessage({'sendToWebView': '1'});
    }
})
```

copy

```
// .js
// my.onMessage needs to be defined in HTML5 js code at first to
// receive the message from Mini Program.
my.onMessage = function(e) {
    console.log(e); //{'sendToWebView': '1'}
}
// HTML5 sends message to Mini Program
my.postMessage({'sendToMiniProgram': '0'});
```

Note: The workflow of the above two-way communication capability is that HTML5 sends message to Mini Program at first. After the Mini Program receives the message, it sends message to HTML5.

Parameters

Object type with the following attributes:

Property	Type	Required	Description
webviewId	String		ID attribute corresponding to the web-view to be created.

Return Value

Create a webViewContext object

webViewContext is bound with a web-view component via webviewId to implement some functions. List of webViewContext object methods:

Method	Parameters	Description
postMessage	Object	The Mini Program sends message to the web-view component, and works with the my.postMessage provided by web-view.js to implement the two-way communication between Mini Program and web-view page.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_web-view_createwebviewcontext

my.createWebViewContext {#mycreatewebviewcontext}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.createWebViewContext

2021-05-09 18:43

By creating webViewContext, it creates the capability to send messages from Mini Program to web-view. Create and return web-view context webViewContext object.

Sample Code

copy

```
<!-- .axml -->
<view>
```

```
<web-view id="web-view-1" src="..." onMessage="onMessage"></web-view>
</view>
```

copy

```
// .js
Page({
  onLoad() {
    this.webViewContext = my.createWebViewContext('web-view-1');
  },
  // Receive message from HTML5
  onMessage(e) {
    console.log(e); //{'sendToMiniProgram': '0'}
    // Send message to HTML5
    this.webViewContext.postMessage({'sendToWebView': '1'});
  }
})
```

copy

```
// .js
// my.onMessage needs to be defined in HTML5 js code at first to
// receive the message from Mini Program.
my.onMessage = function(e) {
  console.log(e); //{'sendToWebView': '1'}
}
// HTML5 sends message to Mini Program
my.postMessage({'sendToMiniProgram': '0'});
```

Note: The workflow of the above two-way communication capability is that HTML5 sends message to Mini Program at first. After the Mini Program receives the message, it sends message to HTML5.

Parameters

Object type with the following attributes:

	Property	Type	Required	Description
	webviewId	String		webviewId String Yes ID attribute corresponding to the web-view to be created.

Return Value

Create a webViewContext object

webViewContext is bound with a web-view component via webViewId to implement some functions. List of webViewContext object methods:

	Method	Parameters	Description
	postMessage	Object	The Mini Program sends message to the web-view component, and works with the my.postMessage provided by web-view.js to implement the two-way communication

between Mini Program and web-view page. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_webview_createwebviewcontext

my.datePicker {#mydatepicker}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.datePicker

2022-07-03 18:44

Use this API to open the date selection list.

Sample code

index.json

copy

```
// API-DEMO page/API/date-picker/date-picker.json
{
    "defaultTitle": "Date Picker"
}
```

index.axml

copy

```
<!-- API-DEMO page/API/date-picker/date-picker.axml -->
<view class="page">
    <view class="page-description">Date picker API</view>
    <view class="page-section">
        <view class="page-section-title">my.datePicker</view>
        <view class="page-section-demo">
            <button class="page-body-button" type="primary"
onTap="datePicker">Pick Date-1</button>
            <button class="page-body-button" type="primary"
onTap="datePickerHMS">Pick Date-2</button>
            <button class="page-body-button" type="primary"
onTap="datePickerYMDHMS">Pick Date-3</button>
        </view>
    </view>
</view>
```

index.js

copy

```
// API-DEMO page/API/date-picker/date-picker.js
Page({
  datePicker() {
    my.datePicker({
      currentDate: '2016-10-10',
      startDate: '2016-10-9',
      endDate: '2017-10-9',
      success: (res) => {
        my.alert({
          title: 'datePicker response: ' + JSON.stringify(res)
        });
      },
    });
  },
  datePickerHMS() {
    my.datePicker({
      format: 'HH:mm',
      currentDate: '12:12',
      startDate: '11:11',
      endDate: '13:13',
      success: (res) => {
        my.alert({
          title: 'datePicker response: ' + JSON.stringify(res)
        });
      },
    });
  },
  datePickerYMDHMS() {
    my.datePicker({
      format: 'yyyy-MM-dd HH:mm',
      currentDate: '2012-01-09 11:11',
      startDate: '2012-01-01 11:11',
      endDate: '2012-01-10 11:11',
      success: (res) => {
        my.alert({
          title: 'datePicker response: ' + JSON.stringify(res)
        });
      },
    });
  },
});
```

index.acss

copy

```
/* API-DEMO page/API/date-picker/date-picker.acss */
button + button {
```

```
margin-top: 20rpx;
}
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || format | String | No
 | The returned date format. || currentDate | String | No | The date and time initially selected. By default, the current time date and time are used. || startDate | String | No | Minimum date and time. || endDate | No | Maximum date and time. || success | Function | Yes | The callback function for a successful API call. || fail | Function | Yes | The callback function for a failed API call. || complete | Function | Yes | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

The returned date formats include:

- yyyy-MM-dd (default)
- HH:mm
- yyyy-MM-dd HH:mm
- yyyy-MM. Pass in canIUse('datePicker.object.format.yyyy-MM') to my.canIUse to query if the current version can be used.
- yyyy. Pass in canIUse('datePicker.object.format.yyyy') to my.canIUse to query if the current version can be used.

Success callback function

||||| --- | --- | --- || **Property** | **Type** | **Description** || date | String | The selected date. |

Error Code

||||| --- | --- | --- || **Error Code** | **Description** | **Solution** || 11 | The user cancelled the operation. | The user cancelled the operation and no action is required. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_UI_Choose-Date_datePicker

my.datePicker {#mydatepicker}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.datePicker

2021-05-09 18:43

Use this API to open the date selection list.

Sample code

index.json

copy

```
// API-DEMO page/API/date-picker/date-picker.json
{
    "defaultTitle": "Date Picker"
}
```

index.axml

copy

```
<!-- API-DEMO page/API/date-picker/date-picker.axml -->
<view class="page">
    <view class="page-description">Date picker API</view>
    <view class="page-section">
        <view class="page-section-title">my.datePicker</view>
        <view class="page-section-demo">
            <button class="page-body-button" type="primary"
onTap="datePicker">Pick Date-1</button>
            <button class="page-body-button" type="primary"
onTap="datePickerHMS">Pick Date-2</button>
            <button class="page-body-button" type="primary"
onTap="datePickerYMDHMS">Pick Date-3</button>
        </view>
    </view>
</view>
```

index.js

copy

```
// API-DEMO page/API/date-picker/date-picker.js
Page({
    datepicker() {
        my.datePicker({
            currentDate: '2016-10-10',
            startDate: '2016-10-9',
            endDate: '2017-10-9',
            success: (res) => {
                my.alert({
                    title: 'datePicker response: ' + JSON.stringify(res)
            }
        })
    }
})
```

```

        });
    },
});
},
datePickerHMS() {
    my.datePicker({
        format: 'HH:mm',
        currentDate: '12:12',
        startDate: '11:11',
        endDate: '13:13',
        success: (res) => {
            my.alert({
                title: 'datePicker response: ' + JSON.stringify(res)
            });
        },
    });
},
datePickerYMDHMS() {
    my.datePicker({
        format: 'yyyy-MM-dd HH:mm',
        currentDate: '2012-01-09 11:11',
        startDate: '2012-01-01 11:11',
        endDate: '2012-01-10 11:11',
        success: (res) => {
            my.alert({
                title: 'datePicker response: ' + JSON.stringify(res)
            });
        },
    });
},
}
);

```

index.acss

copy

```
/* API-DEMO page/API/date-picker/date-picker.acss */
button + button {
    margin-top: 20rpx;
}
```

Parameters

Property Type Required Description													
format	String	No	The returned date format.	currentDate	String	No	The date and time initially selected. By default, the current time date and time are used.	startDate	String	No	Minimum date and time.	endDate	No
success	Function	Yes	The callback function for a successful API call.	fail	Function	Yes	The callback function for a failed API call.	complete	Function	Yes	The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails.		

The returned date formats include:

- yyyy-MM-dd (default)
- HH:mm
- yyyy-MM-dd HH:mm
- yyyy-MM. Pass in `canIUse('datePicker.object.format.yyyy-MM')` to `my.canIUse` to query if the current version can be used.
- yyyy. Pass in `canIUse('datePicker.object.format.yyyy')` to `my.canIUse` to query if the current version can be used.

Success callback function

||||| --- | --- | --- || **Property** | **Type** | **Description** || date | String | The selected date. |

Error Code

||||| --- | --- | --- || **Error Code** | **Description** | **Solution** || 11 | The user cancelled the operation. | The user cancelled the operation and no action is required. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_choose-date_datepicker

my.disconnectBLEDevice {#mydisconnectbledevice}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.disconnectBLEDevice

2021-05-09 18:43

Use this API to disconnect from a Bluetooth Low Energy (BLE) device.

Instructions:

- Bluetooth device might be disconnected at any time. It is recommended to listen to `my.onBLEConnectionStateChanged` callback event. When the BLE device is disconnected, perform the reconnect operation as required.
- After read and write interface are called for a disconnected device, error 10006 is returned and reconnection is recommended.

Note:

Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
.help-title {
    padding:10px;
    color:#FC0D1B;
}
```

copy

```
// .json
{
    "defaultTitle": "Bluetooth"
}
```

copy

```
<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
            found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
            devices connected</button>
            <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
        </view>
        <view class="page-section-title">Connect the device</view>
        <view class="page-section-demo">
```

```

        <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect">/</input>
        <button type="primary" onTap="connectBLEDevice">Connect the
device</button>
        <button type="primary" onTap="getBLEDeviceServices">Obtain
device services</button>
        <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
characteristics</button>
        <button type="primary" onTap="disconnectBLEDevice">Disconnect
the device</button>
    </view>
    <view class="page-section-title">Read and write data</view>
    <view class="page-section-demo">
        <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
        <button type="primary" onTap="readBLECharacteristicValue">Read
data</button>
        <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
        <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic
value</button>
    </view>
    <view class="page-section-title">Other events</view>
    <view class="page-section-demo">
        <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
        <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth
state</button>
        <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
        <button type="primary" onTap="offBLEConnectionStateChanged">Un-
listens to Bluetooth connection state</button>
    </view>
</view>
</view>

```

copy

```

// .js
Page({
  data: {
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
    serid: 'FEE7',
    notifyId: '36F6',
    writeId: '36F5',
  }
})

```

```
charid: '',
  alldev: [{ deviceId: '' }],
},

//Obtain the Bluetooth state
openBluetoothAdapter() {
  my.openBluetoothAdapter({
    success: res => {
      if (!res.isSupportBLE) {
        my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
        return;
      }
      my.alert({ content: 'Succeeded to initialize!' });
    },
    fail: error => {
      my.alert({ content: JSON.stringify(error) });
    },
  });
},
closeBluetoothAdapter() {
  my.closeBluetoothAdapter({
    success: () => {
      my.alert({ content: 'Bluetooth closed!' });
    },
    fail: error => {
      my.alert({ content: JSON.stringify(error) });
    },
  });
},
getBluetoothAdapterState() {
  my.getBluetoothAdapterState({
    success: res => {
      if (!res.available) {
        my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
        return;
      }
      my.alert({ content: JSON.stringify(res) });
    },
    fail: error => {
      my.alert({ content: JSON.stringify(error) });
    },
  });
},
//Scan the Bluetooth device
startBluetoothDevicesDiscovery() {
  my.startBluetoothDevicesDiscovery({
    allowDuplicatesKey: false,
    success: () => {
```

```
my.onBluetoothDeviceFound({
    success: res => {
        // my.alert({content:'Listens to new
device'+JSON.stringify(res)});
        var deviceArray = res.devices;
        for (var i = deviceArray.length - 1; i >= 0; i--) {
            var deviceObj = deviceArray[i];
            //Pair the target device with the device name or
broadcast data, and then record the device ID for later use.
            if (deviceObj.name == this.data.name) {
                my.alert({ content: 'Target device is found' });
                my.offBluetoothDeviceFound();
                this.setData({
                    deviceId: deviceObj.deviceId,
                });
                break;
            }
        }
    },
    fail: error => {
        my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
    },
});
},
fail: error => {
    my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
},
});
},
//Stop scanning
stopBluetoothDevicesDiscovery() {
    my.stopBluetoothDevicesDiscovery({
        success: res => {
            my.offBluetoothDeviceFound();
            my.alert({ content: 'Succeeded!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Obtain the connected device
getConnectedBluetoothDevices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connecting devices!' });
            }
        }
    });
}
```

```
        return;
    }
    my.alert({ content: JSON.stringify(res) });
    devid = res.devices[0].deviceId;
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
//Obtain all searched devices
getBluetoothDevices() {
    my.getBluetoothDevices({
        success: res => {
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
bindKeyInput(e) {
    this.setData({
        devid: e.detail.value,
    });
},
//Connect the device
connectBLEDevice() {
    my.connectBLEDevice({
        deviceId: this.data.devid,
        success: res => {
            my.alert({ content: 'Succeeded to connect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Disconnect the device
disconnectBLEDevice() {
    my.disconnectBLEDevice({
        deviceId: this.data.devid,
        success: () => {
            my.alert({ content: 'Succeeded to disconnect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
```

```
    });

    //Obtain the services of the connected device
    getBLEDeviceServices() {
        my.getConnectedBluetoothDevices({
            success: res => {
                if (res.devices.length === 0) {
                    my.alert({ content: 'No connected devices' });
                    return;
                }
                my.getBLEDeviceServices({
                    deviceId: this.data.devid,
                    success: res => {
                        my.alert({ content: JSON.stringify(res) });
                        this.setData({
                            serid: res.services[0].serviceId,
                        });
                    },
                    fail: error => {
                        my.alert({ content: JSON.stringify(error) });
                    },
                });
            },
        });
    };

    //Obtain the char ID of the connected device, read and write
    characteristics are respectively screened out.
    getBLEDeviceCharacteristics() {
        my.getConnectedBluetoothDevices({
            success: res => {
                if (res.devices.length === 0) {
                    my.alert({ content: 'No connected devices' });
                    return;
                }
                this.setData({
                    devid: res.devices[0].deviceId,
                });
                my.getBLEDeviceCharacteristics({
                    deviceId: this.data.devid,
                    serviceId: this.data.serid,
                    success: res => {
                        my.alert({ content: JSON.stringify(res) });
                        //See the related document for more information of the
                        properties of the characteristics. Pair the characteristics according
                        to the properties and record the value for later use.
                        this.setData({
                            charid: res.characteristics[0].characteristicId,
                        });
                    },
                });
            },
        });
    };
}
```

```
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
});

//Read and write data
readBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.readBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                //1 Android reading service
                // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                },
                fail: error => {
                    my.alert({ content: 'Failed to read' +
JSON.stringify(error) });
                },
            });
        },
    });
},
writeBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.writeBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.charid,
            });
        },
    });
},
```

```
//Android writing service
//serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
//characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
value: 'ABCD',
success: res => {
    my.alert({ content: 'Succeeded to write data!' });
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
);
},
notifyBLECharacteristicValueChange() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.notifyBLECharacteristicValueChange({
                state: true,
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                success: () => {
                    //Listens to characteristic change events
                    my.onBLECharacteristicValueChange({
                        success: res => {
                            // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)};
                            my.alert({ content: 'Obtain the response data = ' +
res.value });
                        },
                    });
                    my.alert({ content: 'Succeeded to listen' });
                },
                fail: error => {
                    my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
                },
            });
        },
    });
},
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
}
```

```
},  
  
//Other events  
bluetoothAdapterStateChange() {  
  
    my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'),  
        onBluetoothAdapterStateChange() {  
            if (res.error) {  
                my.alert({ content: JSON.stringify(error) });  
            } else {  
                my.alert({ content: 'Changes of the Bluetooth state ' +  
                    JSON.stringify(res) });  
            }  
        },  
        offBluetoothAdapterStateChange() {  
  
            my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'),  
                getBind(name) {  
                    if (!this[`bind${name}`]) {  
                        this[`bind${name}`] = this[name].bind(this);  
                    }  
                    return this[`bind${name}`];  
                },  
                BLEConnectionStateChanged() {  
  
                    my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'),  
                        onBLEConnectionStateChanged(res) {  
                            if (res.error) {  
                                my.alert({ content: JSON.stringify(error) });  
                            } else {  
                                my.alert({ content: 'Changes of connection state ' +  
                                    JSON.stringify(res) });  
                            }  
                        },  
                        offBLEConnectionStateChanged() {  
  
                            my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'),  
                                onUnload() {  
                                    this.offBLEConnectionStateChanged();  
                                    this.offBLECharacteristicValueChange();  
                                    this.offBluetoothAdapterStateChange();  
                                    this.closeBluetoothAdapter();  
                                },  
                            );  
                }  
};
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || deviceId | String | Yes | The Bluetooth device ID. || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_ble_disconnectbledevice

my.disconnectBLEDevice {#mydisconnectbledevice}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.disconnectBLEDevice

2022-07-03 18:44

Use this API to disconnect from a Bluetooth Low Energy (BLE) device.

Instructions:

- Bluetooth device might be disconnected at any time. It is recommended to listen to [my.onBLEConnectionStateChanged](#) callback event. When the BLE device is disconnected, perform the reconnect operation as required.
- After read and write interface are called for a disconnected device, error 10006 is returned and reconnection is recommended.

Note:

Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```
/* .acss */
.help-info {
  padding:10px;
  color:#000000;
}
.help-title {
  padding:10px;
```

```
    color:#FC0D1B;
}

copy

// .json
{
    "defaultTitle": "Bluetooth"
}

copy

<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
            found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
            devices connected</button>
            <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
        </view>
        <view class="page-section-title">Connect the device</view>
        <view class="page-section-demo">
            <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
            <button type="primary" onTap="connectBLEDevice">Connect the
            device</button>
            <button type="primary" onTap="getBLEDeviceServices">Obtain
            device services</button>
            <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
            characteristics</button>
            <button type="primary" onTap="disconnectBLEDevice">Disconnect
            the device</button>
        </view>
        <view class="page-section-title">Read and write data</view>
        <view class="page-section-demo">
```

```
        <button type="primary"  
onTap="notifyBLECharacteristicValueChange">Listens to the  
characteristic data change</button>  
        <button type="primary" onTap="readBLECharacteristicValue">Read  
data</button>  
        <button type="primary"  
onTap="writeBLECharacteristicValue">Write data</button>  
        <button type="primary"  
onTap="offBLECharacteristicValueChange">Un-listens to characteristic  
value</button>  
    </view>  
    <view class="page-section-title">Other events</view>  
    <view class="page-section-demo">  
        <button type="primary"  
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth  
state</button>  
        <button type="primary"  
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth  
state</button>  
        <button type="primary"  
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection  
state</button>  
        <button type="primary" onTap="offBLEConnectionStateChanged">Un-  
listens to Bluetooth connection state</button>  
  
    </view>  
  </view>  
</view>
```

copy

```
// .js  
Page({  
  data: {  
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',  
    serid: 'FEE7',  
    notifyId: '36F6',  
    writeId: '36F5',  
    charid: '',  
    alldev: [{ deviceId: '' }],  
  },  
  
  //Obtain the Bluetooth state  
  openBluetoothAdapter() {  
    my.openBluetoothAdapter({  
      success: res => {  
        if (!res.isSupportBLE) {  
          my.alert({ content: 'Sorry, your mobile Bluetooth is  
unavailable temporarily' });  
          return;  
        }  
        my.alert({ content: 'Succeeded to initialize!' });  
      }  
    })  
  }  
})
```

```
,  
    fail: error => {  
        my.alert({ content: JSON.stringify(error) });  
    },  
});  
},  
closeBluetoothAdapter() {  
    my.closeBluetoothAdapter({  
        success: () => {  
            my.alert({ content: 'Bluetooth closed!' });  
        },  
        fail: error => {  
            my.alert({ content: JSON.stringify(error) });  
        },  
    });  
},  
getBluetoothAdapterState() {  
    my.getBluetoothAdapterState({  
        success: res => {  
            if (!res.available) {  
                my.alert({ content: 'Sorry, your mobile Bluetooth is  
unavailable temporarily' });  
                return;  
            }  
            my.alert({ content: JSON.stringify(res) });  
        },  
        fail: error => {  
            my.alert({ content: JSON.stringify(error) });  
        },  
    });  
},  
  
//Scan the Bluetooth device  
startBluetoothDevicesDiscovery() {  
    my.startBluetoothDevicesDiscovery({  
        allowDuplicatesKey: false,  
        success: () => {  
            my.onBluetoothDeviceFound({  
                success: res => {  
                    // my.alert({content:'Listens to new  
device'+JSON.stringify(res)});  
                    var deviceArray = res.devices;  
                    for (var i = deviceArray.length - 1; i >= 0; i--) {  
                        var deviceObj = deviceArray[i];  
                        //Pair the target device with the device name or  
broadcast data, and then record the device ID for later use.  
                        if (deviceObj.name == this.data.name) {  
                            my.alert({ content: 'Target device is found' });  
                            my.offBluetoothDeviceFound();  
                            this.setData({  
                                deviceId: deviceObj.deviceId,
```

```
        });
        break;
    }
},
fail: error => {
    my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
},
});
},
fail: error => {
    my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
},
});
},
//Stop scanning
stopBluetoothDevicesDiscovery() {
    my.stopBluetoothDevicesDiscovery({
        success: res => {
            my.offBluetoothDeviceFound();
            my.alert({ content: 'Succeeded!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Obtain the connected device
getConnectedBluetoothDevices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connecting devices!' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
            devid = res.devices[0].deviceId;
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Obtain all searched devices
getBluetoothDevices() {
    my.getBluetoothDevices({
```

```
success: res => {
    my.alert({ content: JSON.stringify(res) });
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
bindKeyInput(e) {
    this.setData({
        devid: e.detail.value,
    });
},
//Connect the device
connectBLEDevice() {
    my.connectBLEDevice({
        deviceId: this.data.devid,
        success: res => {
            my.alert({ content: 'Succeeded to connect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Disconnect the device
disconnectBLEDevice() {
    my.disconnectBLEDevice({
        deviceId: this.data.devid,
        success: () => {
            my.alert({ content: 'Succeeded to disconnect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Obtain the services of the connected device
getBLEDeviceServices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            my.getBLEDeviceServices({
                deviceId: this.data.devid,
                success: res => {
```



```
        return;
    }
    this.setData({
        devid: res.devices[0].deviceId,
    });
    my.readBLECharacteristicValue({
        deviceId: this.data.devid,
        serviceId: this.data.serid,
        characteristicId: this.data.notifyId,
        //1 Android reading service
        // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
        // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
        success: res => {
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: 'Failed to read' +
JSON.stringify(error) });
        },
    });
},
writeBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.writeBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.charid,
                //Android writing service
                //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
                value: 'ABCD',
                success: res => {
                    my.alert({ content: 'Succeeded to write data!' });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
},
```

```
notifyBLECharacteristicValueChange() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.notifyBLECharacteristicValueChange({
                state: true,
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                success: () => {
                    //Listens to characteristic change events
                    my.onBLECharacteristicValueChange({
                        success: res => {
                            // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
                            my.alert({ content: 'Obtain the response data = ' +
res.value });
                        },
                    });
                    my.alert({ content: 'Succeeded to listen' });
                },
                fail: error => {
                    my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
                },
            });
        },
    });
},
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState(
'),
onBluetoothAdapterStateChange() {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
    }
}
```

```

},
offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
},
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {

my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onUnload() {
    this.offBLEConnectionStateChanged();
    this.offBLECharacteristicValueChange();
    this.offBluetoothAdapterStateChange();
    this.closeBluetoothAdapter();
},
});

```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || deviceId | String | Yes | The Bluetooth device ID. || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_bluetooth_ble_disconnectbledevice

my.downloadFile {#mydownloadfile}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.downloadFile

2022-07-03 18:44

Download a file resource to a local location.

Sample Code

copy

```
my.downloadFile({
  url: 'http://img.example.com/example.jpg',
  success({ apFilePath }) {
    my.previewImage({
      urls: [apFilePath],
    });
  },
  fail(res) {
    my.alert({
      content: res.errorMessage || res.error,
    });
  },
});
```

Parameters

|||||--- | --- | --- | --- | **Property** | **Type** | **Required** | **Description** | | url | String | Yes | Downloading file address. | | header | Object | No | HTTP request Header. | | success | Function | No | Callback function upon call success. | | fail | Function | No | Callback function upon call failure. | | complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

|||||--- | --- | --- | --- | **Property** | **Type** | **Description** | | apFilePath | String | Temporary file storage location. |

Error Code

||||| --- | --- || **Error | Description** || 12 | Downloading failed. || 13 | No right. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_network_downloadfile

my.downloadFile {#mydownloadfile}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.downloadFile

2021-05-09 18:43

Download a file resource to a local location.

Sample Code

copy

```
my.downloadFile({
  url: 'http://img.example.com/example.jpg',
  success({ apFilePath }) {
    my.previewImage({
      urls: [apFilePath],
    });
  },
  fail(res) {
    my.alert({
      content: res.errorMessage || res.error,
    });
  },
});
```

Parameters

||||| --- | --- | --- || **Property | Type | Required | Description** || url | String | Yes |
 Downloading file address. || header | Object | No | HTTP request Header. || success |
 Function | No | Callback function upon call success. || fail | Function | No | Callback
 function upon call failure. || complete | Function | No | Callback function upon call
 completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- || **Property** | **Type** | **Description** || apFilePath | String | Temporary file storage location. |

Error Code

||||| --- | --- || **Error** | **Description** || 12 | Downloading failed. || 13 | No right. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_network_downloadfile

my.getappIdSync {#mygetappidsync}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getappIdSync

2022-07-03 18:44

Use this API to obtain the Mini Program App ID synchronously.

Sample Code

copy

```
const appIdRes = my.getappIdSync();
console.log(appIdRes.appId);
```

Return Value

||||| --- | --- | --- || **Property** | **Type** | **Description** || appId | String | The App ID of the current Mini Program. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_basic_getappidsync

my.getAppIdSync {#mygetappidsync}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.getAppIdSync

2021-05-09 18:43

Use this API to obtain the Mini Program App ID synchronously.

Sample Code

copy

```
const appIdRes = my.getAppIdSync();
console.log(appIdRes.appId);
```

Return Value

Property	Type	Description
appId	String	The App ID of the current Mini Program.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_basic_getappidsync

my.getAuthCode {#mygetauthcode}

Last updated: 2021-05-10

Path: miniprogram_gcash

my.getAuthCode

2021-05-10 22:04

Get authentication code.

Sample Code

copy

```
my.getAuthCode({
  scopes: 'auth_user',
  success: (res) => {
    my.alert({
      content: res.authCode,
    });
  },
});
```

Parameters

| Name | Type | Mandatory | Description | | scopes | String/Array | N | The scope of auth, there are two types: auth_base, auth_user, by default, its value is auth_base |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

| | | | | --- | --- | --- | --- | | Field | Type | Mandatory | Description | | authCode | String | Y | Auth code | | authErrorScopes | Key-value | Y | The scope that failed to grant auth, key is the scope and value is the error | | authSuccessScopes | Array | Y | The scope that succeed to grant auth |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_openapi_getauthcode

my.getAuthCode {#mygetauthcode}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getAuthCode

2022-07-03 18:44

Call the API to obtain the authorization code (authCode). The authorization code can be used to obtain access token, so as to easily obtain the app user userId, nickname, etc.

For more information, refer to the [user authorization](#).

Sample code

copy

```
my.getAuthCode({
  scopes: ['auth_user'],
  success: (res) => {
    my.alert({
      content: res.authCode,
    });
  },
  fail: (res) => {
    console.log(res.authErrorScopes)
  },
});
```

Parameters

		Property	Type	Required	Description			
	scopes	String/Array	Yes		The scope of authorization, including: - auth_base - auth_user (auth_base is silent authorization)	success	Function	No
						fail	Function	No
						complete	Function	No
								Callback function upon call completion (to be executed upon either call success or failure).

Scopes description

		Scopes	Description	
	auth_base		Authorized to obtain the unique user ID.	
	auth_user		Authorized to obtain user information.	

Note:

- auth_base are used to silently obtain user ID, silent authorization does not pop the frame and directly obtains user information. All the other scopes are used for proactive user authorization.
- The auth_base and auth_user are legacy scopes and not recommended to be used.

Callback function

The incoming parameter is of the Object type with the following attributes:

		Property	Type	Required	Description			
	authCode	String	Yes		Authorization code.	authErrorScopes	Key-value	Yes
					The scope that failed to grant authorization, key is the scope and value is the error.	authSuccessScopes	Array	Yes
								The scope that succeed to grant authorization.

Successful response example

```
copy

{
    "authCode": "1591797390204",
    "authSuccessScopes": ["auth_user"]
}
```

Failure response example

```
copy

{
    "authErrorScopes": {
        "auth_user": "40006"
    }
}
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_OpenAPI_getAuthCode

my.getBLEDeviceCharacteristics {#mygetbledevicecharacteristics}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getBLEDeviceCharacteristics

2022-07-03 18:44

Use this API to obtain all characteristics in a Bluetooth device that is connected to the native.

Instruction:

After connection, execute my.getBLEDeviceServices and this interface before data can be exchanged with the Bluetooth device.

Sample Code

```
copy
```

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
.help-title {
    padding:10px;
    color:#FC0D1B;
}

copy

// .json
{
    "defaultTitle": "Bluetooth"
}

copy

<!-- .axml-->

<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
devices connected</button>
            <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
        </view>
        <view class="page-section-title">Connect the device</view>
        <view class="page-section-demo">
            <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
            <button type="primary" onTap="connectBLEDevice">Connect the
device</button>
            <button type="primary" onTap="getBLEDeviceServices">Obtain
device services</button>
        </view>
    </view>
</view>
```

```

        <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
characteristics</button>
            <button type="primary" onTap="disconnectBLEDevice">Disconnect
the device</button>
        </view>
        <view class="page-section-title">Read and write data</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
            <button type="primary" onTap="readBLECharacteristicValue">Read
data</button>
            <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
            <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic
value</button>
        </view>
        <view class="page-section-title">Other events</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
            <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth
state</button>
            <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
            <button type="primary" onTap="offBLEConnectionStateChanged">Un-
listens to Bluetooth connection state</button>

        </view>
    </view>
</view>

```

copy

```

// .js
Page({
    data: {
        devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
        serid: 'FEE7',
        notifyId: '36F6',
        writeId: '36F5',
        charid: '',
        alldev: [{ deviceId: '' }],
    },

```

```

//Obtain the Bluetooth state
openBluetoothAdapter() {

```

```
my.openBluetoothAdapter({
  success: res => {
    if (!res.isSupportBLE) {
      my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
      return;
    }
    my.alert({ content: 'Succeeded to initialize!' });
  },
  fail: error => {
    my.alert({ content: JSON.stringify(error) });
  },
});
},
closeBluetoothAdapter() {
  my.closeBluetoothAdapter({
    success: () => {
      my.alert({ content: 'Bluetooth closed!' });
    },
    fail: error => {
      my.alert({ content: JSON.stringify(error) });
    },
  });
},
getBluetoothAdapterState() {
  my.getBluetoothAdapterState({
    success: res => {
      if (!res.available) {
        my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
        return;
      }
      my.alert({ content: JSON.stringify(res) });
    },
    fail: error => {
      my.alert({ content: JSON.stringify(error) });
    },
  });
},
}

//Scan the Bluetooth device
startBluetoothDevicesDiscovery() {
  my.startBluetoothDevicesDiscovery({
    allowDuplicatesKey: false,
    success: () => {
      my.onBluetoothDeviceFound({
        success: res => {
          // my.alert({content:'Listens to new
device'+JSON.stringify(res)});
          var deviceArray = res.devices;
          for (var i = deviceArray.length - 1; i >= 0; i--) {
```

```
        var deviceObj = deviceArray[i];
        //Pair the target device with the device name or
broadcast data, and then record the device ID for later use.
        if (deviceObj.name == this.data.name) {
            my.alert({ content: 'Target device is found' });
            my.offBluetoothDeviceFound();
            this.setData({
                deviceId: deviceObj.deviceId,
            });
            break;
        }
    },
    fail: error => {
    my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
},
}),
},
},
fail: error => {
my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
},
});
},
//Stop scanning
stopBluetoothDevicesDiscovery() {
my.stopBluetoothDevicesDiscovery({
success: res => {
my.offBluetoothDeviceFound();
my.alert({ content: 'Succeeded!' });
},
fail: error => {
my.alert({ content: JSON.stringify(error) });
},
});
},
//Obtain the connected device
getConnectedBluetoothDevices() {
my.getConnectedBluetoothDevices({
success: res => {
if (res.devices.length === 0) {
my.alert({ content: 'No connecting devices!' });
return;
}
my.alert({ content: JSON.stringify(res) });
devid = res.devices[0].deviceId;
},
fail: error => {
```

```
        my.alert({ content: JSON.stringify(error) });
    },
});

//Obtain all searched devices
getBluetoothDevices() {
    my.getBluetoothDevices({
        success: res => {
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
bindKeyInput(e) {
    this.setData({
        devid: e.detail.value,
    });
},
//Connect the device
connectBLEDevice() {
    my.connectBLEDevice({
        deviceId: this.data.devid,
        success: res => {
            my.alert({ content: 'Succeeded to connect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Disconnect the device
disconnectBLEDevice() {
    my.disconnectBLEDevice({
        deviceId: this.data.devid,
        success: () => {
            my.alert({ content: 'Succeeded to disconnect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Obtain the services of the connected device
getBLEDeviceServices() {
    my.getConnectedBluetoothDevices({
```

```
success: res => {
    if (res.devices.length === 0) {
        my.alert({ content: 'No connected devices' });
        return;
    }
    my.getBLEDeviceServices({
        deviceId: this.data.devid,
        success: res => {
            my.alert({ content: JSON.stringify(res) });
            this.setData({
                serid: res.services[0].serviceId,
            });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Obtain the char ID of the connected device, read and write
characteristics are respectively screened out.
getBLEDeviceCharacteristics() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.getBLEDeviceCharacteristics({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    //See the related document for more information of the
                    properties of the characteristics. Pair the characteristics according
                    to the properties and record the value for later use.
                    this.setData({
                        charid: res.characteristics[0].characteristicId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
},
```

```
},  
  
//Read and write data  
readBLECharacteristicValue() {  
    my.getConnectedBluetoothDevices({  
        success: res => {  
            if (res.devices.length === 0) {  
                my.alert({ content: 'No connected devices' });  
                return;  
            }  
            this.setData({  
                devid: res.devices[0].deviceId,  
            });  
            my.readBLECharacteristicValue({  
                deviceId: this.data.devid,  
                serviceId: this.data.serid,  
                characteristicId: this.data.notifyId,  
                //1 Android reading service  
                // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',  
                // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',  
                success: res => {  
                    my.alert({ content: JSON.stringify(res) });  
                },  
                fail: error => {  
                    my.alert({ content: 'Failed to read' +  
                        JSON.stringify(error) });  
                },  
            });  
        },  
    });  
},  
writeBLECharacteristicValue() {  
    my.getConnectedBluetoothDevices({  
        success: res => {  
            if (res.devices.length === 0) {  
                my.alert({ content: 'No connected devices' });  
                return;  
            }  
            this.setData({  
                devid: res.devices[0].deviceId,  
            });  
            my.writeBLECharacteristicValue({  
                deviceId: this.data.devid,  
                serviceId: this.data.serid,  
                characteristicId: this.data.charid,  
                //Andriod writing service  
                //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',  
                //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',  
                value: 'ABCD',  
                success: res => {  
                    my.alert({ content: 'Succeeded to write data!' });  
                },  
            });  
        },  
    });  
},
```

```
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    );
},
);
},
notifyBLECharacteristicValueChange() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.notifyBLECharacteristicValueChange({
                state: true,
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                success: () => {
                    //Listens to characteristic change events
                    my.onBLECharacteristicValueChange({
                        success: res => {
                            // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
                            my.alert({ content: 'Obtain the response data = ' +
res.value });
                        },
                    });
                    my.alert({ content: 'Succeeded to listen' });
                },
                fail: error => {
                    my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
                },
            });
        },
    );
},
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState'
```

```

},
onBluetoothAdapterStateChange() {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
    }
},
offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
},
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {

my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onUnload() {
    this.offBLEConnectionStateChanged();
    this.offBLECharacteristicValueChange();
    this.offBluetoothAdapterStateChange();
    this.closeBluetoothAdapter();
},
);
}
);

```

Parameters

|||||---|---|---|| **Property** | **Type** | **Required** | **Description** || deviceId | String |
Yes | The Bluetooth device ID. || serviceId | String | Yes | The UUID of the service
corresponding to a Bluetooth characteristic. || success | Function | No | The callback

function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Success callback function

||||| --- | --- | --- || **Property** | **Type** | **Description** || characteristic | Array | The list of device characteristics. |

characteristic

The Bluetooth device characteristic information.

||||| --- | --- | --- || **Property** | **Type** | **Description** || characteristicId | String | The Bluetooth device characteristic UUID. || serviceId | String | The UUID of the service corresponding to a Bluetooth characteristic. || value | Hex String | The hexadecimal value corresponding to a Bluetooth characteristic. || properties | Object | The operation types supported by this characteristic. |

properties

||||| --- | --- | --- || **Property** | **Type** | **Description** || read | Boolean | This field indicates whether this characteristic supports read operation. || write | Boolean | This field indicates whether this characteristic supports write operation. || notify | Boolean | This field indicates whether this characteristic supports notify operation. || indicate | Boolean | This field indicates whether this characteristic supports indicate operation. |

九色鹿

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Device_Bluetooth_BLE_getBLEDeviceCharacteristics

my.getBLEDeviceCharacteristics {#mygetbledevicecharacteristics}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.getBLEDeviceCharacteristics

2021-05-09 18:43

Use this API to obtain all characteristics in a Bluetooth device that is connected to the native.

Instruction:

After connection, execute my.getBLEDeviceServices and this interface before data can be exchanged with the Bluetooth device.

Sample Code

copy

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
.help-title {
    padding:10px;
    color:#FC0D1B;
}
```

copy

```
// .json
{
    "defaultTitle": "Bluetooth"
}
```

copy

```
<!-- .axml-->

<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
            found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
            devices connected</button>
            <button type="primary"
```

```
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
    </view>
    <view class="page-section-title">Connect the device</view>
    <view class="page-section-demo">
        <input class="input" onInput="bindKeyInput" type="{{text}}"" placeholder="Enter the device ID of the device to connect"></input>
        <button type="primary" onTap="connectBLEDevice">Connect the device</button>
        <button type="primary" onTap="getBLEDeviceServices">Obtain device services</button>
        <button type="primary" onTap="getBLEDeviceCharacteristics">Obtain read and write characteristics</button>
        <button type="primary" onTap="disconnectBLEDevice">Disconnect the device</button>
    </view>
    <view class="page-section-title">Read and write data</view>
    <view class="page-section-demo">
        <button type="primary" onTap="notifyBLECharacteristicValueChange">Listens to the characteristic data change</button>
        <button type="primary" onTap="readBLECharacteristicValue">Read data</button>
        <button type="primary" onTap="writeBLECharacteristicValue">Write data</button>
        <button type="primary" onTap="offBLECharacteristicValueChange">Un-listens to characteristic value</button>
    </view>
    <view class="page-section-title">Other events</view>
    <view class="page-section-demo">
        <button type="primary" onTap="bluetoothAdapterStateChange">Changes of the Bluetooth state</button>
        <button type="primary" onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth state</button>
        <button type="primary" onTap="BLEConnectionStateChanged">Changes of Bluetooth connection state</button>
        <button type="primary" onTap="offBLEConnectionStateChanged">Un-listens to Bluetooth connection state</button>
    </view>
</view>
</view>
```

copy

```
// .js
Page({
  data: {
```

```
devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
serid: 'FEE7',
notifyId: '36F6',
writeId: '36F5',
charid: '',
alldev: [{ deviceId: '' }],
},

//Obtain the Bluetooth state
openBluetoothAdapter() {
    my.openBluetoothAdapter({
        success: res => {
            if (!res.isSupportBLE) {
                my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
                return;
            }
            my.alert({ content: 'Succeeded to initialize!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
closeBluetoothAdapter() {
    my.closeBluetoothAdapter({
        success: () => {
            my.alert({ content: 'Bluetooth closed!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
getBluetoothAdapterState() {
    my.getBluetoothAdapterState({
        success: res => {
            if (!res.available) {
                my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
}

//Scan the Bluetooth device
```

```
startBluetoothDevicesDiscovery() {
    my.startBluetoothDevicesDiscovery({
        allowDuplicatesKey: false,
        success: () => {
            my.onBluetoothDeviceFound({
                success: res => {
                    // my.alert({content:'Listens to new
device'+JSON.stringify(res)});
                    var deviceArray = res.devices;
                    for (var i = deviceArray.length - 1; i >= 0; i--) {
                        var deviceObj = deviceArray[i];
                        //Pair the target device with the device name or
broadcast data, and then record the device ID for later use.
                        if (deviceObj.name == this.data.name) {
                            my.alert({ content: 'Target device is found' });
                            my.offBluetoothDeviceFound();
                            this.setData({
                                deviceId: deviceObj.deviceId,
                            });
                            break;
                        }
                    }
                },
                fail: error => {
                    my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
                },
            });
        },
        fail: error => {
            my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
        },
    });
}

//Stop scanning
stopBluetoothDevicesDiscovery() {
    my.stopBluetoothDevicesDiscovery({
        success: res => {
            my.offBluetoothDeviceFound();
            my.alert({ content: 'Succeeded!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
}

//Obtain the connected device
getConnectedBluetoothDevices() {
```

```
my.getConnectedBluetoothDevices({
  success: res => {
    if (res.devices.length === 0) {
      my.alert({ content: 'No connecting devices!' });
      return;
    }
    my.alert({ content: JSON.stringify(res) });
    devid = res.devices[0].deviceId;
  },
  fail: error => {
    my.alert({ content: JSON.stringify(error) });
  },
});

//Obtain all searched devices
getBluetoothDevices() {
  my.getBluetoothDevices({
    success: res => {
      my.alert({ content: JSON.stringify(res) });
    },
    fail: error => {
      my.alert({ content: JSON.stringify(error) });
    },
  });
},
bindKeyInput(e) {
  this.setData({
    devid: e.detail.value,
  });
},
//Connect the device
connectBLEDevice() {
  my.connectBLEDevice({
    deviceId: this.data.devid,
    success: res => {
      my.alert({ content: 'Succeeded to connect!' });
    },
    fail: error => {
      my.alert({ content: JSON.stringify(error) });
    },
  });
},
//Disconnect the device
disconnectBLEDevice() {
  my.disconnectBLEDevice({
    deviceId: this.data.devid,
    success: () => {
      my.alert({ content: 'Succeeded to disconnect!' });
    }
});
```

```
,  
    fail: error => {  
        my.alert({ content: JSON.stringify(error) });  
    },  
});  
},  
  
//Obtain the services of the connected device  
getBLEDeviceServices() {  
    my.getConnectedBluetoothDevices({  
        success: res => {  
            if (res.devices.length === 0) {  
                my.alert({ content: 'No connected devices' });  
                return;  
            }  
            my.getBLEDeviceServices({  
                deviceId: this.data.devid,  
                success: res => {  
                    my.alert({ content: JSON.stringify(res) });  
                    this.setData({  
                        serid: res.services[0].serviceId,  
                    });  
                },  
                fail: error => {  
                    my.alert({ content: JSON.stringify(error) });  
                },  
            });  
        },  
    });
},  
  
//Obtain the char ID of the connected device, read and write  
characteristics are respectively screened out.  
getBLEDeviceCharacteristics() {  
    my.getConnectedBluetoothDevices({  
        success: res => {  
            if (res.devices.length === 0) {  
                my.alert({ content: 'No connected devices' });  
                return;  
            }  
            this.setData({  
                devid: res.devices[0].deviceId,  
            });  
            my.getBLEDeviceCharacteristics({  
                deviceId: this.data.devid,  
                serviceId: this.data.serid,  
                success: res => {  
                    my.alert({ content: JSON.stringify(res) });  
                    //See the related document for more information of the  
                    properties of the characteristics. Pair the characteristics according  
                    to the properties and record the value for later use.  
                },  
            });
        },  
    });
};
```



```
my.writeBLECharacteristicValue({
  deviceId: this.data.devid,
  serviceId: this.data.serid,
  characteristicId: this.data.charid,
  //Andriod writing service
  //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
  //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
  value: 'ABCD',
  success: res => {
    my.alert({ content: 'Succeeded to write data!' });
  },
  fail: error => {
    my.alert({ content: JSON.stringify(error) });
  },
});
},
);
},
notifyBLECharacteristicValueChange() {
  my.getConnectedBluetoothDevices({
    success: res => {
      if (res.devices.length === 0) {
        my.alert({ content: 'No connected devices' });
        return;
      }
      this.setData({
        devid: res.devices[0].deviceId,
      });
      my.notifyBLECharacteristicValueChange({
        state: true,
        deviceId: this.data.devid,
        serviceId: this.data.serid,
        characteristicId: this.data.notifyId,
        success: () => {
          //Listens to characteristic change events
          my.onBLECharacteristicValueChange({
            success: res => {
              // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
              my.alert({ content: 'Obtain the response data = ' +
res.value });
            },
          });
          my.alert({ content: 'Succeeded to listen' });
        },
        fail: error => {
          my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
        },
      });
    },
  },
},
```

```
    });
},
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
},
onBluetoothAdapterStateChange() {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
    }
},
offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
},
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {

my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onUnload() {
    this.offBLEConnectionStateChanged();
    this.offBLECharacteristicValueChange();
    this.offBluetoothAdapterStateChange();
    this.closeBluetoothAdapter();
}
```

```
  },
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || deviceId | String | Yes | The Bluetooth device ID. || serviceId | String | Yes | The UUID of the service corresponding to a Bluetooth characteristic. || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Success callback function

||||| --- | --- | --- || **Property** | **Type** | **Description** || characteristic | Array | The list of device characteristics. |

characteristic

The Bluetooth device characteristic information.

||||| --- | --- | --- || **Property** | **Type** | **Description** || characteristicId | String | The Bluetooth device characteristic UUID. || serviceId | String | The UUID of the service corresponding to a Bluetooth characteristic. || value | Hex String | The hexadecimal value corresponding to a Bluetooth characteristic. || properties | Object | The operation types supported by this characteristic. |

properties

||||| --- | --- | --- || **Property** | **Type** | **Description** || read | Boolean | This field indicates whether this characteristic supports read operation. || write | Boolean | This field indicates whether this characteristic supports write operation. || notify | Boolean | This field indicates whether this characteristic supports notify operation. || indicate | Boolean | This field indicates whether this characteristic supports indicate operation. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_ble_getbledevicecharacteristics

my.getBLEDeviceServices {#mygetbledeviceservices}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.getBLEDeviceServices

2021-05-09 18:43

Use this API to obtain all services of Bluetooth devices that are connected to the native.

Note:

Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```
//Obtain the services of the connected device
getBLEDeviceServices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            my.getBLEDeviceServices({
                deviceId: this.data.devid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    this.setData({
                        serid: res.services[0].serviceId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
},
```

Return Value Sample

copy

```
{
  "services": [{}\
    "isPrimary": true,\n    "serviceId": "00001800-0000-1000-8000-00805f9b34fb"\n  }, {}\
    "isPrimary": true,\n    "serviceId": "00001801-0000-1000-8000-00805f9b34fb"\n  }, {}\
    "isPrimary": true,\n    "serviceId": "d0611e78-bbb4-4591-a5f8-487910ae4366"\n  }
```

```

    }, {
      "isPrimary": true,
      "serviceId": "9fa480e0-4967-4542-9390-d343dc5d04ae"
    }
}

```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || deviceId | String | Yes | The Bluetooth device ID. || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Success return value

||||| --- | --- | --- || **Property** | **Type** | **Description** || services | Array | List of discovered device services |

services

||||| --- | --- | --- || **Property** | **Type** | **Description** || isPrimary | Boolean | This field indicates whether the service is the main service. Valid values are:
true: The service is the main service.
false: The service is not the main service. || serviceId | String | The UUID of the service corresponding to a Bluetooth characteristic. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_ble_getbledeviceservices

my.getBLEDeviceServices {#mygetbledeviceservices}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getBLEDeviceServices

2022-07-03 18:44

Use this API to obtain all services of Bluetooth devices that are connected to the native.

Note:

Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```
//Obtain the services of the connected device
getBLEDeviceServices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            my.getBLEDeviceServices({
                deviceId: this.data.devid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    this.setData({
                        serid: res.services[0].serviceId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
},
```

Return Value Sample

copy

```
{
  "services": [{

    "isPrimary": true,
    "serviceId": "00001800-0000-1000-8000-00805f9b34fb",

  }, {

    "isPrimary": true,
    "serviceId": "00001801-0000-1000-8000-00805f9b34fb",

  }, {

    "isPrimary": true,
    "serviceId": "d0611e78-bbb4-4591-a5f8-487910ae4366",

  }, {

    "isPrimary": true,
    "serviceId": "9fa480e0-4967-4542-9390-d343dc5d04ae"
  }
}]
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || deviceId | String | Yes | The Bluetooth device ID. || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Success return value

||||| --- | --- | --- || **Property** | **Type** | **Description** || services | Array | List of discovered device services |

services

||||| --- | --- | --- || **Property** | **Type** | **Description** || isPrimary | Boolean | This field indicates whether the service is the main service. Valid values are:
true: The service is the main service.
false: The service is not the main service. || serviceId | String | The UUID of the service corresponding to a Bluetooth characteristic. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_bluetooth_ble_getbledeviceservices

my.getBatteryInfo {#mygetbatteryinfo}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.getBatteryInfo

2021-05-09 18:43

Use this API to asynchronously obtain the battery level and the charging state of the current device. No parameters are required.

Sample Code

copy

```
my.getBatteryInfo({
  success: (res) => {
    my.alert({ content: 'System information ' + JSON.stringify(res),
  });
});
```

```
        console.log({ content: 'System information ' +
JSON.stringify(res), });
    },
    fail: (error) => {
    my.alert({ content: 'Inquiry failed' + JSON.stringify(error), });
},
    complete: () => {
    my.alert({ title: 'Complete callback', });
},
})
})
```

Parameters

||||| --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Success callback function

||||| --- | --- | --- || **Property** | **Type** | **Description** || level | Int | The battery level of the current device. || isCharging | Boolean | This property indicates whether the device is charging. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_battery_getbatteryinfo

my.getBatteryInfoSync {#mygetbatteryinfosync}

Last updated: 2021-05-09

Path: *miniprogram_gcash*

my.getBatteryInfoSync

2021-05-09 18:43

Use this API to synchronously obtain the battery level and the charging state of the current device. No parameters are required.

Return Values

Property	Type	Description
level	Int	The battery level of the current device.
isCharging	Boolean	This property indicates whether the device is charging.

Sample Code

copy

```
var res = my.getBatteryInfoSync();
my.alert({content: 'System information '+JSON.stringify(res)});
console.log({content: 'System information '+JSON.stringify(res),});
```

九色鹿

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_battery_getbatteryinfosync

my.getBatteryInfoSync {#mygetbatteryinfosync}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getBatteryInfoSync

2022-07-03 18:44

Use this API to synchronously obtain the battery level and the charging state of the current device. No parameters are required.

Return Values

Property	Type	Description
level	Int	The battery level of the current device.
isCharging	Boolean	This property indicates whether the device is charging.

Sample Code

copy

```
var res = my.getBatteryInfoSync();
my.alert({content: 'System information '+JSON.stringify(res)});
```

```
console.log({content: 'System information '+JSON.stringify(res),});
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_battery_getbatteryinfosync

my.getBluetoothAdapterState {#mygetbluetoothadapterstate}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.getBluetoothAdapterState

2021-05-09 18:43

Use this API to check the Bluetooth adapter status in the Mini Program.

Note:

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
.help-title {
    padding:10px;
    color:#FC0D1B;
}
```

copy

```
// .json
{
    "defaultTitle": "Bluetooth"
}
```

copy

```
<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
devices connected</button>
            <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
        </view>
        <view class="page-section-title">Connect the device</view>
        <view class="page-section-demo">
            <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
            <button type="primary" onTap="connectBLEDevice">Connect the
device</button>
            <button type="primary" onTap="getBLEDeviceServices">Obtain
device services</button>
            <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
characteristics</button>
            <button type="primary" onTap="disconnectBLEDevice">Disconnect
the device</button>
        </view>
        <view class="page-section-title">Read and write data</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
            <button type="primary" onTap="readBLECharacteristicValue">Read
data</button>
            <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
            <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic
value</button>
        </view>
```

```
<view class="page-section-title">Other events</view>
<view class="page-section-demo">
    <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
    <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth
state</button>
    <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
    <button type="primary" onTap="offBLEConnectionStateChanged">Un-
listens to Bluetooth connection state</button>

    </view>
</view>
</view>
```

copy

```
// .js
Page({
    data: {
        devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
        serid: 'FEE7',
        notifyId: '36F6',
        writeId: '36F5',
        charid: '',
        alldev: [{ deviceId: '' }],
    },

    //Obtain the Bluetooth state
    openBluetoothAdapter() {
        my.openBluetoothAdapter({
            success: res => {
                if (!res.isSupportBLE) {
                    my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
                    return;
                }
                my.alert({ content: 'Succeeded to initialize!' });
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },
    closeBluetoothAdapter() {
        my.closeBluetoothAdapter({
            success: () => {
                my.alert({ content: 'Bluetooth closed!' });
            },
        });
    },
}
```

```
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
getBluetoothAdapterState() {
    my.getBluetoothAdapterState({
        success: res => {
            if (!res.available) {
                my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Scan the Bluetooth device
startBluetoothDevicesDiscovery() {
    my.startBluetoothDevicesDiscovery({
        allowDuplicatesKey: false,
        success: () => {
            my.onBluetoothDeviceFound({
                success: res => {
                    // my.alert({content:'Listens to new
device'+JSON.stringify(res)});
                    var deviceArray = res.devices;
                    for (var i = deviceArray.length - 1; i >= 0; i--) {
                        var deviceObj = deviceArray[i];
                        //Pair the target device with the device name or
broadcast data, and then record the device ID for later use.
                        if (deviceObj.name == this.data.name) {
                            my.alert({ content: 'Target device is found' });
                            my.offBluetoothDeviceFound();
                            this.setData({
                                deviceId: deviceObj.deviceId,
                            });
                            break;
                        }
                    }
                },
                fail: error => {
                    my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
                },
            });
        },
    });
},
```

```
fail: error => {
    my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
},
});
},
};

//Stop scanning
stopBluetoothDevicesDiscovery() {
my.stopBluetoothDevicesDiscovery({
success: res => {
    my.offBluetoothDeviceFound();
    my.alert({ content: 'Succeeded!' });
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
};

//Obtain the connected device
getConnectedBluetoothDevices() {
my.getConnectedBluetoothDevices({
success: res => {
    if (res.devices.length === 0) {
        my.alert({ content: 'No connecting devices!' });
        return;
    }
    my.alert({ content: JSON.stringify(res) });
    devid = res.devices[0].deviceId;
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
};

//Obtain all searched devices
getBluetoothDevices() {
my.getBluetoothDevices({
success: res => {
    my.alert({ content: JSON.stringify(res) });
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
bindKeyInput(e) {
this.setData({
    devid: e.detail.value,
```

```
    });

    //Connect the device
    connectBLEDevice() {
        my.connectBLEDevice({
            deviceId: this.data.devid,
            success: res => {
                my.alert({ content: 'Succeeded to connect!' });
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },

    //Disconnect the device
    disconnectBLEDevice() {
        my.disconnectBLEDevice({
            deviceId: this.data.devid,
            success: () => {
                my.alert({ content: 'Succeeded to disconnect!' });
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },

    //Obtain the services of the connected device
    getBLEDeviceServices() {
        my.getConnectedBluetoothDevices({
            success: res => {
                if (res.devices.length === 0) {
                    my.alert({ content: 'No connected devices' });
                    return;
                }
                my.getBLEDeviceServices({
                    deviceId: this.data.devid,
                    success: res => {
                        my.alert({ content: JSON.stringify(res) });
                        this.setData({
                            serid: res.services[0].serviceId,
                        });
                    },
                    fail: error => {
                        my.alert({ content: JSON.stringify(error) });
                    },
                });
            },
        });
    };
}
```

```
},  
  
    //Obtain the char ID of the connected device, read and write  
characteristics are respectively screened out.  
    getBLEDeviceCharacteristics() {  
        my.getConnectedBluetoothDevices({  
            success: res => {  
                if (res.devices.length === 0) {  
                    my.alert({ content: 'No connected devices' });  
                    return;  
                }  
                this.setData({  
                    devid: res.devices[0].deviceId,  
                });  
                my.getBLEDeviceCharacteristics({  
                    deviceId: this.data.devid,  
                    serviceId: this.data.serid,  
                    success: res => {  
                        my.alert({ content: JSON.stringify(res) });  
                        //See the related document for more information of the  
properties of the characteristics. Pair the characteristics according  
to the properties and record the value for later use.  
                        this.setData({  
                            charid: res.characteristics[0].characteristicId,  
                        });  
                    },  
                    fail: error => {  
                        my.alert({ content: JSON.stringify(error) });  
                    },  
                });  
            },  
        });  
    },  
  
    //Read and write data  
    readBLECharacteristicValue() {  
        my.getConnectedBluetoothDevices({  
            success: res => {  
                if (res.devices.length === 0) {  
                    my.alert({ content: 'No connected devices' });  
                    return;  
                }  
                this.setData({  
                    devid: res.devices[0].deviceId,  
                });  
                my.readBLECharacteristicValue({  
                    deviceId: this.data.devid,  
                    serviceId: this.data.serid,  
                    characteristicId: this.data.notifyId,  
                    //1 Android reading service  
                    // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',  
                });  
            },  
        });  
    },  
};
```

```
// characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
success: res => {
    my.alert({ content: JSON.stringify(res) });
},
fail: error => {
    my.alert({ content: 'Failed to read' +
JSON.stringify(error) });
},
);
},
);
},
writeBLECharacteristicValue() {
my.getConnectedBluetoothDevices({
success: res => {
if (res.devices.length === 0) {
my.alert({ content: 'No connected devices' });
return;
}
this.setData({
devid: res.devices[0].deviceId,
});
my.writeBLECharacteristicValue({
deviceId: this.data.devid,
serviceId: this.data.serid,
characteristicId: this.data.charid,
//Android writing service
//serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
//characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
value: 'ABCD',
success: res => {
my.alert({ content: 'Succeeded to write data!' });
},
fail: error => {
my.alert({ content: JSON.stringify(error) });
},
});
},
});
},
notifyBLECharacteristicValueChange() {
my.getConnectedBluetoothDevices({
success: res => {
if (res.devices.length === 0) {
my.alert({ content: 'No connected devices' });
return;
}
this.setData({
devid: res.devices[0].deviceId,
});
my.notifyBLECharacteristicValueChange({
```

```
state: true,
deviceId: this.data.devid,
serviceId: this.data.serid,
characteristicId: this.data.notifyId,
success: () => {
    //Listens to characteristic change events
    my.onBLECharacteristicValueChange({
        success: res => {
            // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
            my.alert({ content: 'Obtain the response data = ' +
res.value });
        },
    });
    my.alert({ content: 'Succeeded to listen' });
},
fail: error => {
    my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
},
});
},
});
},
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState(
},
onBluetoothAdapterStateChange() {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
    }
},
offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState(
},
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},

```

```
BLEConnectionStateChanged() {  
  
my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged')),  
    onBLEConnectionStateChanged(res) {  
        if (res.error) {  
            my.alert({ content: JSON.stringify(error) });  
        } else {  
            my.alert({ content: 'Changes of connection state ' +  
JSON.stringify(res) });  
        }  
    },  
    offBLEConnectionStateChanged() {  
  
my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged')),  
    onUnload() {  
        this.offBLEConnectionStateChanged();  
        this.offBLECharacteristicValueChange();  
        this.offBluetoothAdapterStateChange();  
        this.closeBluetoothAdapter();  
    },  
});
```

Parameters

The input parameters are displayed in the following table:

||||| --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function for a completed API call (Regardless of whether the call is successful or not). |

Success Callback Function

The input parameters are displayed in the following table:

Property | Type | Description || discovering | Boolean | Indicates whether bluetooth device is being discovered. || available | Boolean | Indicates whether bluetooth is available (BLE should be supported and switched on). |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_bluetooth_getbluetoothadapterstate

my.getBluetoothAdapterState
{#mygetbluetoothadapterstate}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getBluetoothAdapterState

2022-07-03 18:44

Use this API to check the Bluetooth adapter status in the Mini Program.

Note:

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
.help-title {
    padding:10px;
    color:#FC0D1B;
}
```

copy

```
// .json
{
    "defaultTitle": "Bluetooth"
}
```

copy

```
<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>
    </view>
</view>
```

```
<view class="page-section-title">Scan the Bluetooth device</view>
<view class="page-section-demo">
    <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
        <button type="primary" onTap="getBluetoothDevices">All devices
found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
devices connected</button>
                <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
            </view>
            <view class="page-section-title">Connect the device</view>
            <view class="page-section-demo">
                <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
                <button type="primary" onTap="connectBLEDevice">Connect the
device</button>
                <button type="primary" onTap="getBLEDeviceServices">Obtain
device services</button>
                <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
characteristics</button>
                <button type="primary" onTap="disconnectBLEDevice">Disconnect
the device</button>
            </view>
            <view class="page-section-title">Read and write data</view>
            <view class="page-section-demo">
                <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
                <button type="primary" onTap="readBLECharacteristicValue">Read
data</button>
                <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
                <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic
value</button>
            </view>
            <view class="page-section-title">Other events</view>
            <view class="page-section-demo">
                <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
                <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth
state</button>
                <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
                <button type="primary" onTap="offBLEConnectionStateChanged">Un-
listens to Bluetooth connection state</button>
```

```
</view>
</view>
</view>

copy

// .js
Page({
  data: {
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
    serid: 'FEE7',
    notifyId: '36F6',
    writeId: '36F5',
    charid: '',
    alldev: [{ deviceId: '' }],
  },
}

//Obtain the Bluetooth state
openBluetoothAdapter() {
  my.openBluetoothAdapter({
    success: res => {
      if (!res.isSupportBLE) {
        my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
        return;
      }
      my.alert({ content: 'Succeeded to initialize!' });
    },
    fail: error => {
      my.alert({ content: JSON.stringify(error) });
    },
  });
},
closeBluetoothAdapter() {
  my.closeBluetoothAdapter({
    success: () => {
      my.alert({ content: 'Bluetooth closed!' });
    },
    fail: error => {
      my.alert({ content: JSON.stringify(error) });
    },
  });
},
getBluetoothAdapterState() {
  my.getBluetoothAdapterState({
    success: res => {
      if (!res.available) {
        my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
        return;
      }
    }
  });
}
```

```
        my.alert({ content: JSON.stringify(res) });
    },
    fail: error => {
        my.alert({ content: JSON.stringify(error) });
    },
});

//Scan the Bluetooth device
startBluetoothDevicesDiscovery() {
    my.startBluetoothDevicesDiscovery({
        allowDuplicatesKey: false,
        success: () => {
            my.onBluetoothDeviceFound({
                success: res => {
                    // my.alert({content:'Listens to new
device'+JSON.stringify(res)});
                    var deviceArray = res.devices;
                    for (var i = deviceArray.length - 1; i >= 0; i--) {
                        var deviceObj = deviceArray[i];
                        //Pair the target device with the device name or
broadcast data, and then record the device ID for later use.
                        if (deviceObj.name == this.data.name) {
                            my.alert({ content: 'Target device is found' });
                            my.offBluetoothDeviceFound();
                            this.setData({
                                deviceId: deviceObj.deviceId,
                            });
                            break;
                        }
                    }
                },
                fail: error => {
                    my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
                },
            });
        },
        fail: error => {
            my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
        },
    });
}

//Stop scanning
stopBluetoothDevicesDiscovery() {
    my.stopBluetoothDevicesDiscovery({
        success: res => {
            my.offBluetoothDeviceFound();
            my.alert({ content: 'Succeeded!' });
        }
    });
}
```

```
,  
    fail: error => {  
        my.alert({ content: JSON.stringify(error) });  
    },  
});  
,  
  
//Obtain the connected device  
getConnectedBluetoothDevices() {  
    my.getConnectedBluetoothDevices({  
        success: res => {  
            if (res.devices.length === 0) {  
                my.alert({ content: 'No connecting devices!' });  
                return;  
            }  
            my.alert({ content: JSON.stringify(res) });  
            devid = res.devices[0].deviceId;  
        },  
        fail: error => {  
            my.alert({ content: JSON.stringify(error) });  
        },  
    });  
,  
  
//Obtain all searched devices  
getBluetoothDevices() {  
    my.getBluetoothDevices({  
        success: res => {  
            my.alert({ content: JSON.stringify(res) });  
        },  
        fail: error => {  
            my.alert({ content: JSON.stringify(error) });  
        },  
    });  
,  
bindKeyInput(e) {  
    this.setData({  
        devid: e.detail.value,  
    });  
},  
  
//Connect the device  
connectBLEDevice() {  
    my.connectBLEDevice({  
        deviceId: this.data.devid,  
        success: res => {  
            my.alert({ content: 'Succeeded to connect!' });  
        },  
        fail: error => {  
            my.alert({ content: JSON.stringify(error) });  
        },  
    },  
},  
};
```

```
    });

    //Disconnect the device
    disconnectBLEDevice() {
        my.disconnectBLEDevice({
            deviceId: this.data.devid,
            success: () => {
                my.alert({ content: 'Succeeded to disconnect!' });
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },

    //Obtain the services of the connected device
    getBLEDeviceServices() {
        my.getConnectedBluetoothDevices({
            success: res => {
                if (res.devices.length === 0) {
                    my.alert({ content: 'No connected devices' });
                    return;
                }
                my.getBLEDeviceServices({
                    deviceId: this.data.devid,
                    success: res => {
                        my.alert({ content: JSON.stringify(res) });
                        this.setData({
                            serid: res.services[0].serviceId,
                        });
                    },
                    fail: error => {
                        my.alert({ content: JSON.stringify(error) });
                    },
                });
            },
        });
    },

    //Obtain the char ID of the connected device, read and write
    characteristics are respectively screened out.
    getBLEDeviceCharacteristics() {
        my.getConnectedBluetoothDevices({
            success: res => {
                if (res.devices.length === 0) {
                    my.alert({ content: 'No connected devices' });
                    return;
                }
                this.setData({
                    devid: res.devices[0].deviceId,
```

```
        });

        my.getBLEDeviceCharacteristics({
            deviceId: this.data.devid,
            serviceId: this.data.serid,
            success: res => {
                my.alert({ content: JSON.stringify(res) });
                //See the related document for more information of the
                properties of the characteristics. Pair the characteristics according
                to the properties and record the value for later use.
                this.setData({
                    charid: res.characteristics[0].characteristicId,
                });
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },
});

//Read and write data
readBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.readBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                //1 Android reading service
                // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                },
                fail: error => {
                    my.alert({ content: 'Failed to read' +
JSON.stringify(error) });
                },
            });
        },
    });
},
writeBLECharacteristicValue() {
```

```
my.getConnectedBluetoothDevices({
  success: res => {
    if (res.devices.length === 0) {
      my.alert({ content: 'No connected devices' });
      return;
    }
    this.setData({
      devid: res.devices[0].deviceId,
    });
    my.writeBLECharacteristicValue({
      deviceId: this.data.devId,
      serviceId: this.data.serId,
      characteristicId: this.data.charId,
      //Android writing service
      //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
      //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
      value: 'ABCD',
      success: res => {
        my.alert({ content: 'Succeeded to write data!' });
      },
      fail: error => {
        my.alert({ content: JSON.stringify(error) });
      },
    });
  },
  );
},
notifyBLECharacteristicValueChange() {
  my.getConnectedBluetoothDevices({
    success: res => {
      if (res.devices.length === 0) {
        my.alert({ content: 'No connected devices' });
        return;
      }
      this.setData({
        devid: res.devices[0].deviceId,
      });
      my.notifyBLECharacteristicValueChange({
        state: true,
        deviceId: this.data.devId,
        serviceId: this.data.serId,
        characteristicId: this.data.notifyId,
        success: () => {
          //Listens to characteristic change events
          my.onBLECharacteristicValueChange({
            success: res => {
              // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
              my.alert({ content: 'Obtain the response data = ' +
res.value });
            },
          });
        },
      });
    },
  });
}
```

```
        });
        my.alert({ content: 'Succeeded to listen' });
    },
    fail: error => {
        my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
    },
    });
},
);
},
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
onBluetoothAdapterStateChange() {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
    }
},
offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {
```

```
my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onUnload() {
    this.offBLEConnectionStateChanged();
    this.offBLECharacteristicValueChange();
    this.offBluetoothAdapterStateChange();
    this.closeBluetoothAdapter();
},
});
});
```

Parameters

The input parameters are displayed in the following table:

Property	Type	Required	Description
success	Function	No	The callback function for a successful API call.
fail	Function	No	The callback function for a failed API call.
complete	Function	No	The callback function for a completed API call (Regardless of whether the call is successful or not).

Success Callback Function

The input parameters are displayed in the following table:

||||| --- | --- | --- || **Property** | **Type** | **Description** || discovering | Boolean | Indicates whether bluetooth device is being discovered. || available | Boolean | Indicates whether bluetooth is available (BLE should be supported and switched on). |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_bluetooth_bleutooth_getbluetoothadapterstate

my.getBluetoothDevices {#mygetbluetoothdevices}

Last updated: 2021-05-10

Path: miniprogram_gcash

my.getBluetoothDevices

2021-05-10 03:43

Use this API to get all the bluetooth devices that are discovered, including those that are connected to the current device.

Instructions:

- You may not get the advertisData and RSSI in the simulator. Please debug in the production environment.
- For Integrated Development Environment (IDE) and Android devices, the device ID is the MAC address of the device; for iOS devie, the device ID is the UUID of the device. Therefore, do not hard code the device ID. You need to process the device ID on different platforms; iOS devices can be dynamically matched based on properties such as localName, advertisData, and manufacturerData.

Note:

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
my.getBluetoothDevices({
  success: (res) => {
    console.log(res)
  },
  fail:(res) => {
  },
  complete: (res)=>{
  }
});
```

Parameters

The input parameters are displayed in the following table:

		Property	Type	Required	Description	success	Function
		No			The callback function for a successful API call.	fail	Function
					The callback function for a failed API call.	complete	Function
					The callback function for a completed API call (Regardless of whether the call is successful or not).		

Success Callback Function

The input parameters are displayed in the following table:

		Property	Type	Description	devices	Array	A list of all the devices that are discovered.
--	--	-----------------	-------------	--------------------	---------	-------	--

Device Object

		Property	Type	Description	name	String	Name of the bluetooth device.(For some devices, there's no name.)	deviceName(Compatibal with initial version)	String	Name of the bluetooth device.	localName	String	Name of
--	--	-----------------	-------------	--------------------	------	--------	---	---	--------	-------------------------------	-----------	--------	---------

the local device. || deviceId | String | Device ID || RSSI | Number | Received Signal Strength Indicator || advertisData | Hex String | Advertisement data of the device || manufacturerData | Hex String | Manufacturer data of the device |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_bluetooth_getbluetoothdevices

my.getBluetoothDevices {#mygetbluetoothdevices}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getBluetoothDevices

2022-07-03 18:44

Use this API to get all the bluetooth devices that are discovered, including those that are connected to the current device.

Instructions:

- You may not get the advertisData and RSSI in the simulator. Please debug in the production environment.
- For Integrated Development Environment (IDE) and Android devices, the device ID is the MAC address of the device; for iOS devie, the device ID is the UUID of the device. Therefore, do not hard code the device ID. You need to process the device ID on different platforms; iOS devices can be dynamically matched based on properties such as localName, advertisData, and manufacturerData.

Note:

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
my.getBluetoothDevices({
  success: (res) => {
    console.log(res)
  },
  fail:(res) => {
  },
  complete: (res)=>{
```

```

    }
});
```

Parameters

The input parameters are displayed in the following table:

Property	Type	Required	Description
success	Function	No	The callback function for a successful API call.
fail	Function	No	The callback function for a failed API call.
complete	Function	No	The callback function for a completed API call (Regardless of whether the call is successful or not).

Success Callback Function

The input parameters are displayed in the following table:

Property	Type	Description
devices	Array	A list of all the devices that are discovered.

Device Object

Property	Type	Description
name	String	Name of the bluetooth device.(For some devices, there's no name.)
deviceName	String	Compatibal with initial version
localName	String	Name of the bluetooth device.
deviceId	String	Device ID
RSSI	Number	Received Signal Strength Indicator
advertisData	Hex String	Advertisement data of the device
manufacturerData	Hex String	Manufacturer data of the device

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_bluetooth_bluetooth_getbluetoothdevices

my.getClipboard {#mygetclipboard}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getClipboard

2022-07-03 18:44

Get the clipboard data.

Sample Code

copy

```
Page({
  data: {
    text: '3.1415926',
    copy: '',
  },
  handlePaste() {
    my.getClipboard({
      success: ({ text }) => {
        this.setData({ copy: text });
      },
    });
  },
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- || **Property** | **Type** | **Description** || text | String | Clipboard data. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Device_Clipboard_getClipboard

my.getClipboard {#mygetclipboard}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.getClipboard

2021-05-09 18:43

Get the clipboard data.

Sample Code

```
copy

Page({
  data: {
    text: '3.1415926',
    copy: '',
  },
  handlePaste() {
    my.getClipboard({
      success: ({ text }) => {
        this.setData({ copy: text });
      },
    });
  },
});
```

Parameters

	Property	Type	Description
success	Function	No Callback function upon call success.	
fail	Function	No Callback function upon call failure.	
complete	Function	No Callback function upon call completion (to be executed upon either call success or failure).	

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

	Property	Type	Description
text	String	Clipboard data.	

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_clipboard_getclipboard

my.getConnectedBluetoothDevices {#mygetconnectedbluetoothdevices}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getConnectedBluetoothDevices

2022-07-03 18:44

Use this API to get the bluetooth devices that are connected.

Instructions:

- If you have searched for a Bluetooth device in the mini program before, you can directly pass in the deviceId obtained by the previous search to connect to the device.
- If the specified bluetooth device is connected, you'll be returned with a success response if the connection is repeated.

Note:

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
.help-title {
    padding:10px;
    color:#FC0D1B;
}
```

copy

```
// .json
{
    "defaultTitle": "Bluetooth"
}
```

copy

```
<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
        
```

```
Bluetooth</button>
    <button type="primary" onTap="getBluetoothAdapterState">Obtain
Bluetooth state</button>
</view>
<view class="page-section-title">Scan the Bluetooth device</view>
<view class="page-section-demo">
    <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
    <button type="primary" onTap="getBluetoothDevices">All devices
found</button>
    <button type="primary" onTap="getConnectedBluetoothDevices">All
devices connected</button>
    <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
</view>
<view class="page-section-title">Connect the device</view>
<view class="page-section-demo">
    <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
    <button type="primary" onTap="connectBLEDevice">Connect the
device</button>
    <button type="primary" onTap="getBLEDeviceServices">Obtain
device services</button>
    <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
characteristics</button>
    <button type="primary" onTap="disconnectBLEDevice">Disconnect
the device</button>
</view>
<view class="page-section-title">Read and write data</view>
<view class="page-section-demo">
    <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
    <button type="primary" onTap="readBLECharacteristicValue">Read
data</button>
    <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
    <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic
value</button>
</view>
<view class="page-section-title">Other events</view>
<view class="page-section-demo">
    <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
    <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth
state</button>
    <button type="primary"
```

```
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
    <button type="primary" onTap="offBLEConnectionStateChanged">Un-
listens to Bluetooth connection state</button>

        </view>
    </view>
</view>

copy

// .js
Page({
  data: {
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
    serid: 'FEE7',
    notifyId: '36F6',
    writeId: '36F5',
    charid: '',
    alldev: [{ deviceId: '' }],
  },
  //Obtain the Bluetooth state
  openBluetoothAdapter() {
    my.openBluetoothAdapter({
      success: res => {
        if (!res.isSupportBLE) {
          my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
          return;
        }
        my.alert({ content: 'Succeeded to initialize!' });
      },
      fail: error => {
        my.alert({ content: JSON.stringify(error) });
      },
    });
  },
  closeBluetoothAdapter() {
    my.closeBluetoothAdapter({
      success: () => {
        my.alert({ content: 'Bluetooth closed!' });
      },
      fail: error => {
        my.alert({ content: JSON.stringify(error) });
      },
    });
  },
  getBluetoothAdapterState() {
    my.getBluetoothAdapterState({
      success: res => {
        if (!res.available) {

```

```
        my.alert({ content: 'Sorry, your mobile Bluetooth is unavailable temporarily' });
        return;
    }
    my.alert({ content: JSON.stringify(res) });
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
//Scan the Bluetooth device
startBluetoothDevicesDiscovery() {
    my.startBluetoothDevicesDiscovery({
        allowDuplicatesKey: false,
        success: () => {
            my.onBluetoothDeviceFound({
                success: res => {
                    // my.alert({content:'Listens to new device'+JSON.stringify(res)});
                    var deviceArray = res.devices;
                    for (var i = deviceArray.length - 1; i >= 0; i--) {
                        var deviceObj = deviceArray[i];
                        //Pair the target device with the device name or broadcast data, and then record the device ID for later use.
                        if (deviceObj.name == this.data.name) {
                            my.alert({ content: 'Target device is found' });
                            my.offBluetoothDeviceFound();
                            this.setData({
                                deviceId: deviceObj.deviceId,
                            });
                            break;
                        }
                    }
                },
                fail: error => {
                    my.alert({ content: 'Failed to listen to new device' + JSON.stringify(error) });
                },
            });
        },
        fail: error => {
            my.alert({ content: 'Failed to start scanning' + JSON.stringify(error) });
        },
    });
},
//Stop scanning
stopBluetoothDevicesDiscovery() {
```

```
my.stopBluetoothDevicesDiscovery({
  success: res => {
    my.offBluetoothDeviceFound();
    my.alert({ content: 'Succeeded!' });
  },
  fail: error => {
    my.alert({ content: JSON.stringify(error) });
  },
});

//Obtain the connected device
getConnectedBluetoothDevices() {
  my.getConnectedBluetoothDevices({
    success: res => {
      if (res.devices.length === 0) {
        my.alert({ content: 'No connecting devices!' });
        return;
      }
      my.alert({ content: JSON.stringify(res) });
      devid = res.devices[0].deviceId;
    },
    fail: error => {
      my.alert({ content: JSON.stringify(error) });
    },
  });
}

//Obtain all searched devices
getBluetoothDevices() {
  my.getBluetoothDevices({
    success: res => {
      my.alert({ content: JSON.stringify(res) });
    },
    fail: error => {
      my.alert({ content: JSON.stringify(error) });
    },
  });
}

bindKeyInput(e) {
  this.setData({
    devid: e.detail.value,
  });
}

//Connect the device
connectBLEDevice() {
  my.connectBLEDevice({
    deviceId: this.data.devid,
    success: res => {
      my.alert({ content: 'Succeeded to connect!' });
    },
  });
}
```

```
,  
    fail: error => {  
        my.alert({ content: JSON.stringify(error) });  
    },  
});  
},  
  
//Disconnect the device  
disconnectBLEDevice() {  
    my.disconnectBLEDevice({  
        deviceId: this.data.devid,  
        success: () => {  
            my.alert({ content: 'Succeeded to disconnect!' });  
        },  
        fail: error => {  
            my.alert({ content: JSON.stringify(error) });  
        },  
    });  
},  
  
//Obtain the services of the connected device  
getBLEDeviceServices() {  
    my.getConnectedBluetoothDevices({  
        success: res => {  
            if (res.devices.length === 0) {  
                my.alert({ content: 'No connected devices' });  
                return;  
            }  
            my.getBLEDeviceServices({  
                deviceId: this.data.devid,  
                success: res => {  
                    my.alert({ content: JSON.stringify(res) });  
                    this.setData({  
                        serid: res.services[0].serviceId,  
                    });  
                },  
                fail: error => {  
                    my.alert({ content: JSON.stringify(error) });  
                },  
            });  
        },  
    });  
},  
  
//Obtain the char ID of the connected device, read and write  
characteristics are respectively screened out.  
getBLEDeviceCharacteristics() {  
    my.getConnectedBluetoothDevices({  
        success: res => {  
            if (res.devices.length === 0) {  
                my.alert({ content: 'No connected devices' });  
            }  
        },  
    });  
},
```

```
        return;
    }
    this.setData({
        devid: res.devices[0].deviceId,
    });
    my.getBLEDeviceCharacteristics({
        deviceId: this.data.devid,
        serviceId: this.data.serid,
        success: res => {
            my.alert({ content: JSON.stringify(res) });
            //See the related document for more information of the
            properties of the characteristics. Pair the characteristics according
            to the properties and record the value for later use.
            this.setData({
                charid: res.characteristics[0].characteristicId,
            });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
});

//Read and write data
readBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.readBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                //1 Android reading service
                // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                },
                fail: error => {
                    my.alert({ content: 'Failed to read' +
JSON.stringify(error) });
                },
            });
        },
    });
}
```

```
        },
    });
},
writeBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.writeBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.charid,
                //Android writing service
                //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
                value: 'ABCD',
                success: res => {
                    my.alert({ content: 'Succeeded to write data!' });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
},
notifyBLECharacteristicValueChange() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.notifyBLECharacteristicValueChange({
                state: true,
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                success: () => {
                    //Listens to characteristic change events
                    my.onBLECharacteristicValueChange({
                        success: res => {
                            // my.alert({content: 'Changes of'}
```

```
characteristics '+JSON.stringify(res));
        my.alert({ content: 'Obtain the response data = ' +
res.value });
    },
    });
    my.alert({ content: 'Succeeded to listen' });
},
fail: error =>
    my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
},
});
},
);
},
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState'
),
onBluetoothAdapterStateChange() {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
    }
},
offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState'
),
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'
),
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +

```

```

        JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {
    my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged',
    },
    onUnload() {
        this.offBLEConnectionStateChanged();
        this.offBLECharacteristicValueChange();
        this.offBluetoothAdapterStateChange();
        this.closeBluetoothAdapter();
    },
});

```

Parameters

The input parameters are displayed in the following table:

	Property	Type	Required	Description
deviceId	String	Yes	Device ID of the bluetooth.	success Function No The callback function for a successful API call.
fail	Function	Yes	fail Function No The callback function for a failed API call.	complete Function No The callback function for a completed API call (Regardless of whether the call is successful or not).
complete	Function	Yes		

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Device_Bluetooth_Bluetooth_getConnectedBluetoothDevices

my.getConnectedBluetoothDevices {#mygetconnectedbluetoothdevices}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.getConnectedBluetoothDevices

2021-05-09 18:43

Use this API to get the bluetooth devices that are connected.

Instructions:

- If you have searched for a Bluetooth device in the mini program before, you can directly pass in the deviceId obtained by the previous search to connect to the device.

- If the specified bluetooth device is connected, you'll be returned with a success response if the connection is repeated.

Note:

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
.help-title {
    padding:10px;
    color:#FC0D1B;
}
```

copy

```
// .json
{
    "defaultTitle": "Bluetooth"
}
```

copy

```
<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
            found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
```

```
devices connected</button>
    <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
</view>
<view class="page-section-title">Connect the device</view>
<view class="page-section-demo">
    <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
    <button type="primary" onTap="connectBLEDevice">Connect the
device</button>
    <button type="primary" onTap="getBLEDeviceServices">Obtain
device services</button>
    <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
characteristics</button>
    <button type="primary" onTap="disconnectBLEDevice">Disconnect
the device</button>
</view>
<view class="page-section-title">Read and write data</view>
<view class="page-section-demo">
    <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
    <button type="primary" onTap="readBLECharacteristicValue">Read
data</button>
    <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
    <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic
value</button>
</view>
<view class="page-section-title">Other events</view>
<view class="page-section-demo">
    <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
    <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth
state</button>
    <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
    <button type="primary" onTap="offBLEConnectionStateChanged">Un-
listens to Bluetooth connection state</button>

</view>
</view>
</view>
```

copy

```
// .js
Page({
  data: {
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
    serid: 'FEE7',
    notifyId: '36F6',
    writeId: '36F5',
    charid: '',
    alldev: [{ deviceId: '' }],
  },
  //Obtain the Bluetooth state
  openBluetoothAdapter() {
    my.openBluetoothAdapter({
      success: res => {
        if (!res.isSupportBLE) {
          my.alert({ content: 'Sorry, your mobile Bluetooth is unavailable temporarily' });
          return;
        }
        my.alert({ content: 'Succeeded to initialize!' });
      },
      fail: error => {
        my.alert({ content: JSON.stringify(error) });
      },
    });
  },
  closeBluetoothAdapter() {
    my.closeBluetoothAdapter({
      success: () => {
        my.alert({ content: 'Bluetooth closed!' });
      },
      fail: error => {
        my.alert({ content: JSON.stringify(error) });
      },
    });
  },
  getBluetoothAdapterState() {
    my.getBluetoothAdapterState({
      success: res => {
        if (!res.available) {
          my.alert({ content: 'Sorry, your mobile Bluetooth is unavailable temporarily' });
          return;
        }
        my.alert({ content: JSON.stringify(res) });
      },
      fail: error => {
        my.alert({ content: JSON.stringify(error) });
      },
    });
  },
});
```

```
},  
  
    //Scan the Bluetooth device  
    startBluetoothDevicesDiscovery() {  
        my.startBluetoothDevicesDiscovery({  
            allowDuplicatesKey: false,  
            success: () => {  
                my.onBluetoothDeviceFound({  
                    success: res => {  
                        // my.alert({content:'Listens to new  
device'+JSON.stringify(res)});  
                        var deviceArray = res.devices;  
                        for (var i = deviceArray.length - 1; i >= 0; i--) {  
                            var deviceObj = deviceArray[i];  
                            //Pair the target device with the device name or  
broadcast data, and then record the device ID for later use.  
                            if (deviceObj.name == this.data.name) {  
                                my.alert({ content: 'Target device is found' });  
                                my.offBluetoothDeviceFound();  
                                this.setData({  
                                    deviceId: deviceObj.deviceId,  
                                });  
                                break;  
                            }  
                        }  
                    },  
                    fail: error => {  
                        my.alert({ content: 'Failed to listen to new device' +  
JSON.stringify(error) });  
                    },  
                });  
            },  
            fail: error => {  
                my.alert({ content: 'Failed to start scanning' +  
JSON.stringify(error) });  
            },  
        });  
    },  
  
    //Stop scanning  
    stopBluetoothDevicesDiscovery() {  
        my.stopBluetoothDevicesDiscovery({  
            success: res => {  
                my.offBluetoothDeviceFound();  
                my.alert({ content: 'Succeeded!' });  
            },  
            fail: error => {  
                my.alert({ content: JSON.stringify(error) });  
            },  
        });  
    },
```

```
//Obtain the connected device
getConnectedBluetoothDevices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connecting devices!' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
            devid = res.devices[0].deviceId;
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},

//Obtain all searched devices
getBluetoothDevices() {
    my.getBluetoothDevices({
        success: res => {
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
bindKeyInput(e) {
    this.setData({
        devid: e.detail.value,
    });
},

//Connect the device
connectBLEDevice() {
    my.connectBLEDevice({
        deviceId: this.data.devid,
        success: res => {
            my.alert({ content: 'Succeeded to connect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Disconnect the device
disconnectBLEDevice() {
    my.disconnectBLEDevice({
```

```
deviceId: this.data.devid,
success: () => {
    my.alert({ content: 'Succeeded to disconnect!' });
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},

//Obtain the services of the connected device
getBLEDeviceServices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            my.getBLEDeviceServices({
                deviceId: this.data.devid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    this.setData({
                        serid: res.services[0].serviceId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
}

//Obtain the char ID of the connected device, read and write
characteristics are respectively screened out.
getBLEDeviceCharacteristics() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.getBLEDeviceCharacteristics({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                }
            });
        }
    });
}
```

```

        //See the related document for more information of the
properties of the characteristics. Pair the characteristics according
to the properties and record the value for later use.
        this.setData({
            charid: res.characteristics[0].characteristicId,
        });
    },
    fail: error => {
        my.alert({ content: JSON.stringify(error) });
    },
});
},
}),
},
//Read and write data
readBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.readBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                //1 Android reading service
                // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                },
                fail: error => {
                    my.alert({ content: 'Failed to read' +
JSON.stringify(error) });
                },
            });
        },
    });
},
writeBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
        }
    });
}

```

```
this.setData({
    devid: res.devices[0].deviceId,
});
my.writeBLECharacteristicValue({
    deviceId: this.data.devId,
    serviceId: this.data.serId,
    characteristicId: this.data.charId,
    //Android writing service
    //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
    //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
    value: 'ABCD',
    success: res => {
        my.alert({ content: 'Succeeded to write data!' });
    },
    fail: error => {
        my.alert({ content: JSON.stringify(error) });
    },
});
},
);
},
notifyBLECharacteristicValueChange() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.notifyBLECharacteristicValueChange({
                state: true,
                deviceId: this.data.devId,
                serviceId: this.data.serId,
                characteristicId: this.data.notifyId,
                success: () => {
                    //Listens to characteristic change events
                    my.onBLECharacteristicValueChange({
                        success: res => {
                            // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
                            my.alert({ content: 'Obtain the response data = ' +
res.value });
                        },
                    });
                    my.alert({ content: 'Succeeded to listen' });
                },
                fail: error => {
                    my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
                }
            });
        }
    });
}
```

```
        },
        });
    },
    });
},
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
},
onBluetoothAdapterStateChange() {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
    }
},
offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
},
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {

my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onUnload() {
    this.offBLEConnectionStateChanged();
    this.offBLECharacteristicValueChange();
}
```

```

        this.offBluetoothAdapterStateChange();
        this.closeBluetoothAdapter();
    },
});

```

Parameters

The input parameters are displayed in the following table:

Property	Type	Required	Description
deviceId	String	Yes	Device ID of the bluetooth.
success	Function	No	The callback function for a successful API call.
fail	Function	No	The callback function for a failed API call.
complete	Function	No	The callback function for a completed API call (Regardless of whether the call is successful or not).

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_bluetooth_getconnectedbluetoothdevices

my.getFileInfo {#mygetfileinfo}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getFileInfo

2022-07-03 18:44

Get file information.

Sample Code

copy

```

my.getFileInfo({
    apFilePath:
'https://resource/apm1953bb093ebd2834530196f50a4413a87.video',
    digestAlgorithm: 'sha1',
    success: (res)=> {
        console.log(JSON.stringify(res))
    }
})

```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || apFilePath | String | Yes | File path. || digestAlgorithm | String | No | Digest algorithm, supporting md5 and sha1, md5 by default. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- || **Property** | **Type** | **Description** || size | Number | File size. || digest | String | Digest result. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_File_getFileInfo

my.getFileInfo {#mygetfileinfo}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.getFileInfo

2021-05-09 18:43

Get file information.

Sample Code

copy

```
my.getFileInfo({
    apFilePath:
    'https://resource/apml953bb093ebd2834530196f50a4413a87.video',
    digestAlgorithm: 'sha1',
    success: (res)=> {
        console.log(JSON.stringify(res))
    }
})
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || apFilePath | String | Yes | File path. || digestAlgorithm | String | No | Digest algorithm, supporting md5 and sha1, md5 by default. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- || **Property** | **Type** | **Description** || size | Number | File size. || digest | String | Digest result. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_file_getfileinfo

my.getImageInfo {#mygetimageinfo}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.getImageInfo

2021-05-09 18:43

Get picture information.

Sample Code

copy

```
<!-- .axml -->
<view class="page">
    <view class="page-description">Get picture info API</view>
    <view class="page-section">
        <view class="page-section-title">my.getImageInfo</view>
        <view class="page-section-demo">
            <image src="{{src}}" onError="imageError" onLoad="imageLoad" />
            <button type="primary" onTap="getImageInfo">Get picture
            info</button>
        </view>
    </view>
```

```

        </view>
    </view>

copy

//.js
// Network picture path
my.getImageInfo({
    src:'https://img.example.com/example.jpg',
    success:(res)=>{
        console.log(JSON.stringify(res))
    }
})

//apFilePath
my.chooseImage({
    success: (res) => {
        my.getImageInfo({
            src:res.apFilePaths[0],
            success:(res)=>{
                console.log(JSON.stringify(res))
            }
        })
    },
})

//Relative path
my.getImageInfo({
    src:'image/api.png',
    success:(res)=>{
        console.log(JSON.stringify(res))
    }
})

```

Parameters

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || src | String | No | Picture path, supporting network picture path, apFilePath path and relative path. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- || **Property** | **Type** | **Description** || width | Number | Picture width (in px). || height | Number | Picture height (in px). || path | String | Local path of picture. || orientation | String | Return picture orientation. Effective values are listed below. || type |

String | Return picture format. |

Orientation Parameter Description

	--		---		Enumerator Description	up Default.	down 180-Degree rotation.		
left Rotate by 90 degree counterclockwise.	right Rotate by 90 degree clockwise.		up-mirrored Same as up except for flipping horizontally.	down-mirrored Same as	down except for flipping horizontally.	left-mirrored Same as left except for flipping	vertically.	right-mirrored Same as right except for flipping vertically.	

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_media_image_getimageinfo

my.getImageInfo {#mygetimageinfo}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getImageInfo

2022-07-03 18:44

Get picture information.

Sample Code

copy

```
<!-- .axml -->
<view class="page">
    <view class="page-description">Get picture info API</view>
    <view class="page-section">
        <view class="page-section-title">my.getImageInfo</view>
        <view class="page-section-demo">
            <image src="{{src}}" onError="imageError" onLoad="imageLoad" />
            <button type="primary" onTap="getImageInfo">Get picture
            info</button>
        </view>
    </view>
</view>
```

copy

```
//.js
// Network picture path
```

```

my.getImageInfo({
  src:'https://img.example.com/example.jpg',
  success:(res)=>{
    console.log(JSON.stringify(res))
  }
})

//apFilePath
my.chooseImage({
  success: (res) => {
    my.getImageInfo({
      src:res.apFilePaths[0],
      success:(res)=>{
        console.log(JSON.stringify(res))
      }
    })
  },
})

//Relative path
my.getImageInfo({
  src:'image/api.png',
  success:(res)=>{
    console.log(JSON.stringify(res))
  }
})

```

Parameters

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || src | String | No | Picture path, supporting network picture path, apFilePath path and relative path. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- | --- || **Property** | **Type** | **Description** || width | Number | Picture width (in px). || height | Number | Picture height (in px). || path | String | Local path of picture. || orientation | String | Return picture orientation. Effective values are listed below. || type | String | Return picture format. |

Orientation Parameter Description

--- ---	Enumerator	Description	up Default.	down 180-Degree rotation.	
left Rotate by 90 degree counterclockwise.	right Rotate by 90 degree clockwise.				
up-mirrored Same as up except for flipping horizontally.	down-mirrored Same as				
down except for flipping horizontally.	left-mirrored Same as left except for flipping				
vertically.	right-mirrored Same as right except for flipping vertically.				

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_media_image_getimageinfo

my.getLocation {#mygetlocation}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getLocation

2022-07-03 18:44

Get the current geographical location of the user.

Sample Code

copy

```
my.getLocation({
  success(res) {
    my.hideLoading();
    console.log(res)
    that.setData({
      hasLocation: true,
      location: formatLocation(res.longitude, res.latitude)
    })
  },
  fail() {
    my.hideLoading();
    my.alert({ title: 'location failed' });
  },
})
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || cacheTimeout | Number | No | longitude and latitude location cache expiry time in seconds. Default is 30s. Use of cache can speed up location process. Re-location is done upon cache expiry. | | type | Number | No | 0: default, get the longitude and latitude. | | success | Function | No | Callback function upon call success. | | fail | Function | No | Callback function upon call failure. | | complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- || **Property** | **Type** | **Description** || longitude | String | Longitude. || latitude | String | Latitude. || accuracy | String | Accuracy, in m. |

Error Code

||||| --- | --- | --- || **Error** | **Description** | **Solution** || 11 | Make sure the location related right has been enabled. | Prompt the user to enable location permission. || 12 | Network abnormality, try again later. | Prompt the user to check the current network. || 13 | Location failure, try again later. | - | 14 | Service location timeout. | Prompt the user to try again. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Location_getLocation

my.getLocation {#mygetlocation}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.getLocation

2021-05-09 18:43

Get the current geographical location of the user.

Sample Code

copy

```

my.getLocation({
  success(res) {
    my.hideLoading();
    console.log(res)
    that.setData({
      hasLocation: true,
      location: formatLocation(res.longitude, res.latitude)
    })
  },
  fail() {
    my.hideLoading();
    my.alert({ title: 'location failed' });
  },
})

```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || cacheTimeout | Number | No | longitude and latitude location cache expiry time in seconds. Default is 30s. Use of cache can speed up location process. Re-location is done upon cache expiry. | | type | Number | No | 0: default, get the longitude and latitude. | | success | Function | No | Callback function upon call success. | | fail | Function | No | Callback function upon call failure. | | complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- || **Property** | **Type** | **Description** || longitude | String | Longitude. || latitude | String | Latitude. || accuracy | String | Accuracy, in m. |

Error Code

||||| --- | --- | --- || **Error** | **Description** | **Solution** || 11 | Make sure the location related right has been enabled. | Prompt the user to enable location permission. || 12 | Network abnormality, try again later. | Prompt the user to check the current network. || 13 | Location failure, try again later. | - || 14 | Service location timeout. | Prompt the user to try again. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_location_getlocation

my.getNetworkType {#mygetnetworktype}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getNetworkType

2022-07-03 18:44

Get the current network status.

Sample Code

copy

```
Page({
  data: {
    hasNetworkType: false
  },
  getNetworkType() {
    my.getNetworkType({
      success: (res) => {
        this.setData({
          hasNetworkType: true,
          networkType: res.networkType
        })
      }
    })
  },
  clear() {
    this.setData({
      hasNetworkType: false,
      networkType: ''
    })
  },
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- || **Property** | **Type** | **Description** || networkAvailable | Boolean | If the network is available. || networkType | String | Network type, UNKNOWN / NOTREACHABLE / WIFI / 3G / 2G / 4G / WWAN. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_network_getnetworktype

my.getNetworkType {#mygetnetworktype}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.getNetworkType

2021-05-09 18:43

Get the current network status.

Sample Code

copy

```
Page({
  data: {
    hasNetworkType: false
  },
  getNetworkType() {
    my.getNetworkType({
      success: (res) => {
        this.setData({
          hasNetworkType: true,
          networkType: res.networkType
        })
      }
    })
  },
  clear() {
    this.setData({
      hasNetworkType: false,
      networkType: ''
    })
  },
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- || **Property** | **Type** | **Description** || networkAvailable | Boolean | If the network is available. || networkType | String | Network type, UNKNOWN / NOTREACHABLE / WIFI / 3G / 2G / 4G / WWAN. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_network_getnetworktype

my.getOpenUserInfo {#mygetopenuserinfo}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getOpenUserInfo

2022-07-03 18:44

Get the basic information about a user. This feature requires the user to deliberately trigger to activate the function. This function is not directly called by the API but rather waits for when the user has activated it by clicking a <button> component. If the Mini Program wants to get userId, please call my.getAuthCode.

For more information, please refer to the [obtain basic member information](#).

Use Attention

You need to set the value of the <button> component open-type to getAuthorize and set the value of the scope to userInfo . After the user clicks the authorization button, the Mini Program can get the user information returned by the my.getOpenUserInfo JSAPI.

my.getOpenUserInfo will send a network request to the server to obtain user information, so it may be take some time before the callback function invoked.

Parameters

||||| --- | --- | --- | --- || **Name** | **Type** | **Required** | **Description** || success | Function | No
| Callback function upon call success. || fail | Function | No | Callback function upon call
failure. || complete | Function | No | Callback function upon call completion (to be
executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- | --- || **Name** | **Type** | **Required** | **Description** || code | String | NO |
The result code. || msg | String | NO | The result message. || avatar | String | NO | User
avatar image url. || nickName | String | NO | User nickName. || gender | String | NO |
User gender. "m" is male, "f" is female. || countryCode | String | NO | The code of the
country where user is located. it should follow [ISO 3166-1 alpha-2 code](#) standard, such as
'US', 'SG'. || province | String | NO | The province where user is located. || city | String |
NO | The city where user is located. |

These fields are returned every time, but it will be an empty string if the app does not return the related information.

The maximum length of these fields are 128 bytes except avatar, the maximum length of avatar is 2048 bytes.

Sample Code

copy

```
<!-- .axml -->
<button
    a:if="{{canIUseAuthButton}}"
    open-type="getAuthorize"
    onGetAuthorize="onGetAuthorize"
    onError="onAuthError"
    scope='userInfo'>
</button>
```

Button Property Description

|||| --- | --- || **Name** | **Description** || open-type | getAuthorize(Must be this value). ||
scope | userInfo(Must be this value). || onGetAuthorize | Authorization success callback
(The Mini Program can call my.getOpenUserInfo to get information in this callback). ||
onError | Authorization failure callback (Including user rejection and system exceptions).
|

Get User Basic Information

After the user clicks the consent, the user basic information can be obtained through my.getOpenUserInfo().

copy

```
// .js
onGetAuthorize(res) {
    my.getOpenUserInfo({
        fail: (res) => {
        },
        success: (res) => {
            let userInfo = JSON.parse(res.response).response
        }
    });
}
```

Return Res Object In the Success Callback

- An example of a successfully res object returned is as follows:

copy

```
{
    "response": "{\"response\": {\"code\": \"10000\", \"msg\": \"Success\", \"countryCode\": \"code\", \"gender\": \"f\", \"nickName\": \"XXX\", \"avatar\": \"https://cdn/images/partner/XXXXXXXXX\", \"city\": \"city\", \"province\": \"province\"}}"
}
```

- If the function package of "Get Basic User Information" is not connected, the format example of returned res message is as follows:

copy

```
{
    "response": "{\"response\": {\"code\": \"40006\", \"msg\": \"Insufficient Permissions\", \"subCode\": \"isv.insufficient-isv-permissions\", \"subMsg\": \"Insufficient permissions\"}}"
}
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_OpenAPI_getOpenUserInfo

my.getOpenUserInfo {#mygetopenuserinfo}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.getOpenUserInfo

2021-05-09 18:43

Get the basic information about a user. This feature requires the user to deliberately trigger to activate the function. This function is not directly called by the API but rather waits for when the user has activated it by clicking a <button> component. If the Mini Program wants to get userId, please call my.getAuthCode.

For more information, please refer to the [obtain basic member information](#).

Use Attention

You need to set the value of the <button> component open-type to getAuthorize and set the value of the scope to userInfo . After the user clicks the authorization button, the Mini Program can get the user information returned by the my.getOpenUserInfo JSAPI.

my.getOpenUserInfo will send a network request to the server to obtain user information, so it may be take some time before the callback function invoked.

Parameters

||||| --- | --- | --- | --- || **Name** | **Type** | **Required** | **Description** || success | Function | No
| Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- | --- || **Name** | **Type** | **Required** | **Description** || code | String | NO |
The result code. || msg | String | NO | The result message. || avatar | String | NO | User
avatar image url. || nickName | String | NO | User nickName. || gender | String | NO |
User gender. "m" is male , "f" is female. || countryCode | String | NO | The code of the
country where user is located. it should follow [ISO 3166-1 alpha-2 code](#) standard, such as
'US', 'SG'. || province | String | NO | The province where user is located. || city | String |
NO | The city where user is located. |

These fields are returned every time, but it will be an empty string if the app does not return the related information.

The maximum length of these fields are 128 bytes except avatar , the maximum length of avatar is 2048 bytes.

Sample Code

copy

```
<!-- .axml -->
<button
    a:if="{{canIUseAuthButton}}"
    open-type="getAuthorize"
    onGetAuthorize="onGetAuthorize"
    onError="onAuthError"
    scope='userInfo'>
</button>
```

Button Property Description

||| --- | --- || **Name | Description** || open-type | getAuthorize(Must be this value). || scope | userInfo(Must be this value). || onGetAuthorize | Authorization success callback (The Mini Program can call my.getOpenUserInfo to get information in this callback). || onError | Authorization failure callback (Including user rejection and system exceptions).
|

Get User Basic Information

After the user clicks the consent, the user basic information can be obtained through my.getOpenUserInfo().

copy

```
// .js
onGetAuthorize(res) {
    my.getOpenUserInfo({
        fail: (res) => {
        },
        success: (res) => {
            let userInfo = JSON.parse(res.response).response
        }
    });
}
```

Return Res Object In the Success Callback

- An example of a successfully res object returned is as follows:

copy

```
{
    "response": "{\"response\": {\"code\": \"10000\", \"msg\": \"Success\", \"countryCode\": \"code\", \"gender\": \"f\", \"nickName\": \"XXX\", \"avatar\": \"https://cdn/images/partner/XXXXXXXX\", \"city\": \"city\", \"province\": \"province\"}}"
```

- If the function package of "Get Basic User Information" is not connected, the format example of returned res message is as follows:

```
copy

{
    "response": "{\"response\":
{\\"code\\":\\"40006\\",\\"msg\\":\\"Insufficient
Permissions\\",\\"subCode\\":\\"isv.insufficient-isv-
permissions\\",\\"subMsg\\": \\"Insufficient permissions\\\"}}"
}
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_openapi_getopenuserinfo

my.getRunScene {#mygetrunscene}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.getRunScene

2021-05-09 18:43

Use this API to obtain the running version of the current Mini Program.

Sample Code

copy

```
my.getRunScene({
  success(result) {
    my.alert({
      title: 'Mini Program version',
      content:`${result.envVersion}`
    });
  },
})
```

Parameters

	Property	Type	Required	Description
	success	Function		success Function No The callback function for a successful API call.
	fail	Function		fail Function No The callback function for a failed API call.
	complete	Function		complete Function No The callback function used

when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Success Callback Function

||||| --- | --- | --- || **Property** | **Type** | **Description** || envVersion | String | The current running version of the Mini Program. Valid values are:

- develop: development version
- release: release version |

Fail Callback Function

||||| --- | --- | --- || **Property** | **Type** | **Description** || error | String | The error code. || errorMessage | String | The error message. |

Error Code

|||| --- | --- || **Error Code** | **Description** || 3 | An unknown error has occurred. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_basic_getrunscene

my.getRunScene {#mygetrunscene}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getRunScene

2022-07-03 18:44

Use this API to obtain the running version of the current Mini Program.

Sample Code

copy

```
my.getRunScene({
  success(result) {
    my.alert({
      title: 'Mini Program version',
      content: `${result.envVersion}`
    });
  }
});
```

```
  },
})
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Success Callback Function

||||| --- | --- | --- || **Property** | **Type** | **Description** || envVersion | String | The current running version of the Mini Program. Valid values are:
 - develop: development version
 - release: release version |

Fail Callback Function

||||| --- | --- | --- || **Property** | **Type** | **Description** || error | String | The error code. || errorMessage | String | The error message. |

Error Code

|||| --- | --- || **Error Code** | **Description** || 3 | An unknown error has occurred. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_basic_getrunscene

my.getSavedFileInfo {#mygetsavedfileinfo}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.getSavedFileInfo

2021-05-09 18:43

Get saved file information.

Sample Code

The `my.saveFile` saved address is required to use `my.getSavedFileInfo`

copy

```
var that = this;
my.chooseImage({
  success: (res) => {
    console.log(res.apFilePaths[0], 1212)
    my.saveFile({
      apFilePath: res.apFilePaths[0],
      success: (result) => {
        console.log(result, 1212)
        my.getSavedFileInfo({
          apFilePath: result.apFilePath,
          success: (resu) => {
            console.log(JSON.stringify(resu))
            that.filePath = resu
          }
        })
      },
    });
  },
});
```

Parameters

Object type with the following attributes:

Property	Type	Required	Description
<code>apFilePath</code>	<code>String</code>	Yes	File path.
<code>success</code>	<code>Function</code>	No	Callback function upon call success.
<code>fail</code>	<code>Function</code>	No	Callback function upon call failure.
<code>complete</code>	<code>Function</code>	No	Callback function upon call completion (to be executed upon either call success or failure).

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

Property	Type	Description
<code>size</code>	<code>Number</code>	File size.
<code>createTime</code>	<code>Number</code>	Timestamp for the created time.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_file_getsavedfileinfo

my.getSavedFileInfo {#mygetsavedfileinfo}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getSavedFileInfo

2022-07-03 18:44

Get saved file information.

Sample Code

The my.saveFile saved address is required to use my.getSavedFileInfo

copy

```
var that = this;
my.chooseImage({
  success: (res) => {
    console.log(res.apFilePaths[0], 1212)
    my.saveFile({
      apFilePath: res.apFilePaths[0],
      success: (result) => {
        console.log(result, 1212)
        my.getSavedFileInfo({
          apFilePath: result.apFilePath,
          success: (resu) => {
            console.log(JSON.stringify(resu))
            that.filePath = resu
          }
        })
      },
    });
  },
});
```

Parameters

Object type with the following attributes:

Property	Type	Required	Description
apFilePath	String	Yes	File path.
success	Function	No	Callback function upon call success.
fail	Function	No	Callback function upon call failure.
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure).

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- | --- || **Property** | **Type** | **Description** || size | Number | File size. ||
 createTime | Number | Timestamp for the created time. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_File_getSavedFileInfo

my.getSavedFileList {#mygetsavedfilelist}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.getSavedFileList

2021-05-09 18:43

Get information of all saved files.

Sample Code

copy

```
my.getSavedFileList({
  success:(res)=>{
    console.log(JSON.stringify(res))
  }
});
```

Parameters

Object type with the following attributes:

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- || **Property** | **Type** | **Description** || fileList | List | File list. |

File Object Attribute

||||| --- | --- | --- | --- | **Property** | **Type** | **Description** || size | Number | File size. ||
createTime | Number | Created time. || apFilePath | String | File path. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_file_getsavedfilelist

my.getSavedFileList {#mygetsavedfilelist}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getSavedFileList

2022-07-03 18:44

Get information of all saved files.

Sample Code

copy

```
my.getSavedFileList({
  success:(res)=>{
    console.log(JSON.stringify(res))
  }
});
```

Parameters

Object type with the following attributes:

||||| --- | --- | --- | --- | --- | **Property** | **Type** | **Required** | **Description** || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- | --- | **Property** | **Type** | **Description** || fileList | List | File list. |

File Object Attribute

Property	Type	Description
createTime	Number	Created time.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_File_getSavedFileList

my.getScreenBrightness {#mygetscreenbrightness}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.getScreenBrightness

2021-05-09 18:43

Get screen brightness

Sample Code

copy

```
<!-- API-DEMO page/API/screen/screen.axml-->
<view class="page">
    <view class="page-description">Screen brightness API</view>
    <view class="page-section">
        <view class="page-section-title">Set whether to keep screen
on</view>
        <view class="page-section-demo">
            <switch checked="{{status}}" onChange="switchKeepScreenOn"/>
        </view>
    </view>
    <view class="page-section">
        <view class="page-section-title">Set screen brightness</view>
        <view class="page-section-demo">
            <slider value="{{brightness}}" max="1" min="0"
onChange="sliderChange" step="0.02"/>
        </view>
    </view>
    <view class="page-section">
        <view class="page-section-title">Get screen brightness</view>
        <view class="page-section-demo">
            <button type="primary" onTap="getBrightness">Get screen
brightness</button>
        </view>
    </view>
</view>
```

```
brightness</button>
    </view>
</view>
</view>

copy

// API-DEMO page/API/screen/screen.js
Page({
  data: {
    status: false,
    brightness: 1,
  },
  onLoad() {
    my.getScreenBrightness({
      success: res => {
        this.setData({
          brightness: res.brightness
        })
      },
    })
  },
  sliderChange(e) {
    my.setScreenBrightness({
      brightness: e.detail.value,
      success: (res) => {
        this.setData({
          brightness: e.detail.value,
        })
      }
    })
  },
  switchKeepScreenOn(e) {
    my.setKeepScreenOn({
      keepScreenOn: e.detail.value,
      success: (res) => {
        this.setData({
          status: e.detail.value,
        })
      }
    })
  },
  getBrightness() {
    my.getScreenBrightness({
      success: res => {
        my.alert({
          content: `Current screen brightness: ${res.brightness}`
        });
      }
    })
  }
});
```

Parameters

Object type with the following attributes:

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

九色鹿

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_screen_getscreenbrightness

my.getScreenBrightness {#mygetscreenbrightness}

Last updated: 2022-07-04

Path: miniprogram_gcash

my.getScreenBrightness

2022-07-04 03:44

Get screen brightness

Sample Code

copy

```
<!-- API-DEMO page/API/screen/screen.axml-->
<view class="page">
    <view class="page-description">Screen brightness API</view>
    <view class="page-section">
        <view class="page-section-title">Set whether to keep screen
on</view>
        <view class="page-section-demo">
            <switch checked="{{status}}" onChange="switchKeepScreenOn"/>
        </view>
    </view>
    <view class="page-section">
        <view class="page-section-title">Set screen brightness</view>
        <view class="page-section-demo">
            <slider value="{{brightness}}" max="1" min="0"
onChange="sliderChange" step="0.02"/>
        </view>
    </view>
</view>
```

```
</view>
<view class="page-section">
  <view class="page-section-title">Get screen brightness</view>
  <view class="page-section-demo">
    <button type="primary" onTap="getBrightness">Get screen
brightness</button>
  </view>
</view>
</view>

copy

// API-DEMO page/API/screen/screen.js
Page({
  data: {
    status: false,
    brightness: 1,
  },
  onLoad() {
    my.getScreenBrightness({
      success: res => {
        this.setData({
          brightness: res.brightness
        })
      },
    })
  },
  sliderChange(e) {
    my.setScreenBrightness({
      brightness: e.detail.value,
      success: (res) => {
        this.setData({
          brightness: e.detail.value,
        })
      }
    })
  },
  switchKeepScreenOn(e) {
    my.setKeepScreenOn({
      keepScreenOn: e.detail.value,
      success: (res) => {
        this.setData({
          status: e.detail.value,
        })
      }
    })
  },
  getBrightness() {
    my.getScreenBrightness({
      success: res => {
        my.alert({
          content: `Current screen brightness: ${res.brightness}`
        })
      }
    })
  }
},
```

```

        });
    }
}
);

```

Parameters

Object type with the following attributes:

Property	Type	Required	Description
success	Function	No	Callback function upon call success.
fail	Function	No	Callback function upon call failure.
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure).

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_screen_getscreenbrightness

my.getScreenOrientation {#mygetscreenorientation}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getScreenOrientation

2022-07-03 18:44

Call this API to get screen orientation.

Sample code

copy

```

my.getScreenOrientation({
  success: (res) => {
    my.alert({
      title: 'success',
      content: JSON.stringify(res)
    })
  },
  fail: (res) => {
    my.alert({
      title: 'fail',

```

```

        content: JSON.stringify(res)
    })
}
})

```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | Callback function upon call success || fail | Function | No | Callback function upon call failure || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure) |

Success callback function

||||| --- | --- | --- || **Property** | **Type** | **Description** || success | Boolean | Specifies whether the call is successful. When the value is `true`, the call is successful. || orientation | String | Indicates the orientation of the screen, `portrait` or `landscape`. |

Fail callback function

||||| --- | --- | --- || **Property** | **Type** | **Description** || error | Number | The error code for the failure || errorMessage | String | The error message |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_screen_getscreenorientation

my.getServerTime {#mygetservertime}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.getServerTime

2021-05-09 18:43

Get current server time in milliseconds

Sample Code

copy

```
<!-- API-DEMO page/API/get-server-time/get-server-time.axml-->
<view class="page">
  <view class="page-section">
    <view class="page-section-btns">
      <view onTap="getServerTime">Get server time </view>
    </view>
  </view>
</view>

copy

// API-DEMO page/API/get-server-time/get-server-time.js
Page({
  getServerTime(){
    my.getServerTime({
      success: (res) => {
        my.alert({
          content: res.time,
        });
      },
    });
  }
})
```

Parameters

Object type with the following attributes:

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- || **Property** | **Type** | **Description** || time | Number | Get current server time. A numerical value is returned, indicating the milliseconds since 0:0:0 January 1 1970 (UTC). |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_server_getservertime

my.getServerTime {#mygetservertime}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getServerTime

2022-07-03 18:44

Get current server time in milliseconds

Sample Code

copy

```
<!-- API-DEMO page/API/get-server-time/get-server-time.axml-->
<view class="page">
  <view class="page-section">
    <view class="page-section-btns">
      <view onTap="getServerTime">Get server time </view>
    </view>
  </view>
</view>
```

copy

```
// API-DEMO page/API/get-server-time/get-server-time.js
Page({
  getServerTime(){
    my.getServerTime({
      success: (res) => {
        my.alert({
          content: res.time,
        });
      },
    });
  }
})
```

Parameters

Object type with the following attributes:

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- | --- || **Property** | **Type** | **Description** || time | Number | Get current server time. A numerical value is returned, indicating the milliseconds since 0:0:0 January 1 1970 (UTC). |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Device_Server_getServerTime

my.getSetting {#mygetsetting}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.getSetting

2021-05-09 18:43

Use this API to obtain the user's current settings. Only the permissions that have been requested by the Mini Program from the user are returned.

Sample Code

copy

```
my.getSetting({
  success: (res) => {
    /*
     * res.authSetting = {
     *   "location": true,
     *   "audioRecord": true,
     *   ...
     * }
    */
  }
})
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | The callback function for a successful API call. See Sample Return Value for details. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Success callback function

||||| --- | --- | --- || **Property** | **Type** | **Description** || authSetting | Object | Results of user authorization. Keys are the values of scopes and values are boolean types, which shows whether the user gives the permission or not. See Scopes for details. |

Return Value Sample

```
copy

{
  "authSetting": {
    "camera": true,
    "location": true,
    "album": true,
    "userInfo": true,
    "phoneNumber": true
  }
}
```

Scopes

||||| --- | --- | --- || **Scope** | **API** | **Description** || location | my.getLocation | This field specifies whether to authorize access to geographic location. || album | my.chooseImage、 my.saveImage | This field specifies whether to authorize to save images to the albums. || camera | my.scan | This field specifies whether to authorize access to camera. || phoneNumber | my.getPhoneNumber | This field specifies whether to authorize access to phone number. || userInfo | my.getOpenUserInfo | This field specifies whether to authorize access to user information. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_setting_getsetting

my.getSetting {#mygetsetting}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getSetting

2022-07-03 18:44

Use this API to obtain the user's current settings. Only the permissions that have been requested by the Mini Program from the user are returned.

Sample Code

copy

```
my.getSetting({
  success: (res) => {
    /*
     * res.authSetting = {
     *   "location": true,
     *   "audioRecord": true,
     *   ...
     * }
    */
  }
})
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | The callback function for a successful API call. See Sample Return Value for details. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Success callback function

||||| --- | --- | --- || **Property** | **Type** | **Description** || authSetting | Object | Results of user authorization. Keys are the values of scopes and values are boolean types, which shows whether the user gives the permission or not. See Scopes for details. |

Return Value Sample

copy

```
{
  "authSetting": {
    "camera": true,
    "location": true,
    "album": true,
    "userInfo": true,
    "phoneNumber": true
  }
}
```

Scopes

||||| --- | --- | --- || **Scope** | **API** | **Description** || location | my.getLocation | This field specifies whether to authorize access to geographic location. || album | my.chooseImage、 my.saveImage | This field specifies whether to authorize to save images to the albums. || camera | my.scan | This field specifies whether to authorize access to camera. || phoneNumber | my.getPhoneNumber | This field specifies whether to authorize access to phone number. || userInfo | my.getOpenUserInfo | This field specifies whether to authorize access to user information. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Device_Setting_getSetting

my.getSiteInfo {#mygetsiteinfo}

Last updated: 2022-07-25

Path: miniprogram_gcash

my.getSiteInfo

2022-07-25 00:03

Use this API to obtain the site information.

Note:

Please make sure you use the Appx with 1.24.6 or higher versions in order to use this API.

Sample code

copy

```
my.getSiteInfo({
  success: (res) => {
    my.alert({
      content: JSON.stringify(res),
    });
  },
  fail: (res) => {
    my.alert({
      content: JSON.stringify(res),
    });
  }
});
```

```

    }
});
```

Input Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

||||| --- | --- | --- || **Property** | **Type** | **Description** || siteName | String | Following values are supported:
GCASH |

An example of a successfully returned message is as follows:

copy

```
{
  "siteName": "GCASH"
}
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_alipay-connect_getsiteinfo

my.getSiteInfo {#mygetsiteinfo}

Last updated: 2023-01-29

Path: miniprogram_gcash

my.getSiteInfo

2023-01-29 20:55

Use this API to obtain the site information.

Note:

Please make sure you use the Appx with 1.24.6 or higher versions in order to use this API.

Sample code

copy

```
my.getSiteInfo({
  success: (res) => {
    my.alert({
      content: JSON.stringify(res),
    });
  },
  fail: (res) => {
    my.alert({
      content: JSON.stringify(res),
    });
  }
});
```

Input Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

||||| --- | --- | --- || **Property** | **Type** | **Description** || siteName | String | Following values are supported:
GCASH |

An example of a successfully returned message is as follows:

copy

```
{  
  "siteName": "GCASH"  
}
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_alipay-connect_getsiteinfo

my.getStorage {#mygetstorage}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.getStorage

2021-05-09 18:43

Get cached data.

This is an asynchronous interface.

support the isolation between embedded webview cache and Mini Program cache. Getting the cache of the specified key of embedded webview will not return the cached data of the same key of the Mini Program.

Sample Code

copy

```
my.getStorage({
  key: 'currentCity',
  success: function(res) {
    my.alert({content: 'Success' + res.data.cityName});
  },
  fail: function(res){
    my.alert({content: res.errorMessage});
  }
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || key | String | Yes | Cache data key. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- | --- || **Property** | **Type** | **Description** || data | Object/String | Corresponding content of the key. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_storage_getstorage

my.getStorage {#mygetstorage}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getStorage

2022-07-03 18:44

Get cached data.

This is an asynchronous interface.

support the isolation between embedded webview cache and Mini Program cache. Getting the cache of the specified key of embedded webview will not return the cached data of the same key of the Mini Program.

Sample Code

copy

```
my.getStorage({
  key: 'currentCity',
  success: function(res) {
    my.alert({content: 'Success' + res.data.cityName});
  },
  fail: function(res){
    my.alert({content: res.errorMessage});
  }
});
```

Parameters

Property	Type	Description
key	String	Yes Cache data key.
success	Function	No Callback function upon call success.
fail	Function	No Callback function upon call failure.
complete	Function	No Callback function upon call completion (to be executed upon either call success or failure).

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

Property	Type	Description
data	Object/String	Corresponding content of the key.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Storage_getStorage

my.getStorageSync {#mygetstoragesync}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.getStorageSync

2021-05-09 18:43

Get cached data synchronously.

| This is a synchronous interface.

Sample Code

copy

```
let res = my.getStorageSync({ key: 'currentCity' });
my.alert({
  content: JSON.stringify(res.data),
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || key | String | Yes | Cache data key. |

Return Value

||||| --- | --- | --- || **Property** | **Type** | **Description** || data | Object/String | Corresponding content of the key. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_storage_getstoragesync

my.getStorageSync {#mygetstoragesync}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getStorageSync

2022-07-03 18:44

Get cached data synchronously.

| This is a synchronous interface.

Sample Code

copy

```
let res = my.getStorageSync({ key: 'currentCity' });
my.alert({
  content: JSON.stringify(res.data),
});
```

Parameters

Property	Type	Required	Description
key	String	Yes	Cache data key.

Return Value

Property	Type	Description
data	Object/String	Corresponding content of the key.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Storage_getStorageSync

my.getSystemInfo {#mygetsysteminfo}

Last updated: 2023-01-29

Path: miniprogram_gcash

my.getSystemInfo

2023-01-29 20:55

Get system information.

Sample Code

copy

```
Page({
  data: {
    systemInfo: {}
  },
  getSystemInfoPage() {
    my.getSystemInfo({
      success: (res) => {
        this.setData({
          systemInfo: res
        })
      }
    })
  },
})
```

Parameters

	Property	Type	Required	Description
success	Function	No	Callback function upon call success	
fail	Function	No	Callback function upon call failure	
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure.)	

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

	Property	Type	Description
model	String	Cellphone model	
pixelRatio	Number	Device pixel ratio	
windowWidth	Number	Window width	
windowHeight	Number	Window height	
language	String	The language set by the user in the app. If the app does not support the language setting, return the system language.	
version	String	App version number	
storage	String	Device disk capacity	
currentBattery	String	Current battery percentage	
system	String	System version	
platform	String	System name: Android, iOS	
titleBarHeight	Number	Title bar height	
statusBarHeight	Number	Status bar height	
screenWidth	Number	Screen width	
screenHeight	Number	Screen height	
brand	String	Cellphone brand	
fontSizeSetting	Number	User setting font size	
app	String	Current running client. The app value can refer to the following table.	

App Value Reference Table

App	Value
GCash	gcash

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Device_System_getSystemInfo

my.getSystemInfo {#mygetsysteminfo}

Last updated: 2022-07-24

Path: miniprogram_gcash

my.getSystemInfo

2022-07-24 23:36

Get system information

Sample Code

copy

```
Page({
  data: {
    systemInfo: {}
  },
  getSystemInfoPage() {
    my.getSystemInfo({
      success: (res) => {
        this.setData({
          systemInfo: res
        })
      }
    })
  }
})
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- || **Property** | **Type** | **Description** || model | String | Cellphone model. || pixelRatio | Number | Device pixel ratio. || windowHeight | Number | Window width. || windowHeight | Number | Window height. || language | String | The language set by the user in the app. If the app does not support the language setting, return the system language. || version | String | App version number. || storage | String | Device disk

capacity. || currentBattery | String | Current battery percentage. || system | String | System version. || platform | String | System name: Android, iOS. || titleBarHeight | Number | Title bar height. || statusBarHeight | Number | Status bar height. || screenWidth | Number | Screen width. || screenHeight | Number | Screen height. || brand | String | Cellphone brand. || fontSizeSetting | Number | User setting font size. || app | String | Current running client. The app value can refer to the following table. |

App Value Reference Table

	---	---		App	Value		GCash	gcash.	
--	-----	-----	--	------------	--------------	--	-------	--------	--

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_system_getsysteminfo

my.getUpdateManager {#mygetupdatemanager}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.getUpdateManager

2022-07-03 18:44

Call this API to create an UpdateManager object. The UpdateManager is a globally unique manager of the version update, which is used to manage the mini program updates.

Return value

The return value is [UpdateManager](#).

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_update_getupdatemanager

my.hideBackHome {#myhidebackhome}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.hideBackHome

2021-05-09 18:43

Use this API to hide the home button in the top navigation bar, and the return-home option in the tab bar in the upper right corner.

Notes:

- By default, the home button is displayed if the page where an user enters on starting the Mini Program is not the homepage.
- If the tab bar is configured to redirect to pages/index/index in the app.json, the return-home option is not displayed.

Sample Code

copy

```
//.js
Page({
  onReady() {
    if (my.canIUse('hideBackHome')) {
      my.hideBackHome();
    }
  },
});
```

copy

```
//.js
onLoad(){
  my.reLaunch({
    url:'.../swiper/swiper'// An added page other than the homepage
  })

  setTimeout(() => {
    //Hide the home button after 5 seconds
    my.hideBackHome()
  }, 5000)
}
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_navigationbar_hidebackhome

my.hideBackHome {#myhidebackhome}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.hideBackHome

2022-07-03 18:44

Use this API to hide the home button in the top navigation bar, and the return-home option in the tab bar in the upper right corner.

Notes:

- By default, the home button is displayed if the page where an user enters on starting the Mini Program is not the homepage.
- If the tab bar is configured to redirect to pages/index/index in the app.json, the return-home option is not displayed.

Sample Code

copy

```
//.js
Page({
  onReady() {
    if (my.canIUse('hideBackHome')) {
      my.hideBackHome();
    }
  },
});
```

copy

```
//.js
onLoad(){
  my.reLaunch({
    url:'../swiper/swiper'// An added page other than the homepage
  })

  setTimeout(() => {
    //Hide the home button after 5 seconds
    my.hideBackHome()
  }, 5000)
}
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_UI_NavigationBar_hideBackHome

my.hideKeyboard {#myhidekeyboard}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.hideKeyboard

2021-05-09 18:43

Hide the keyboard.

Sample Code

copy

```
my.hideKeyboard();
```

九色鹿

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_keyboard_hidekeyboard

my.hideKeyboard {#myhidekeyboard}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.hideKeyboard

2022-07-03 18:44

Hide the keyboard.

Sample Code

copy

```
my.hideKeyboard();
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_UI_Keyboard_hideKeyboard

my.hideLoading {#myhideloading}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.hideLoading

2021-05-09 18:43

Hide the loading dialog.

Sample Code

copy

```
my.hideLoading();  
  
Page({  
  onLoad() {  
    my.showLoading();  
    const that = this;  
    setTimeout(() => {  
      my.hideLoading({  
        page: that, // Prevents switching to other pages when  
        execution, page pointing is not accurate  
      });  
    }, 4000);  
  }  
})
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || page | Object | No |
Specifically it means the current page instance. In some scenarios, it is required to specify
the exact page for hideLoading. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_feedback_hideloading

my.hideLoading {#myhideloading}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.hideLoading

2022-07-03 18:44

Hide the loading dialog.

Sample Code

copy

```
my.hideLoading();

Page({
  onLoad() {
    my.showLoading();
    const that = this;
    setTimeout(() => {
      my.hideLoading({
        page: that, // Prevents switching to other pages when
        execution, page pointing is not accurate
      });
    }, 4000);
  }
})
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || page | Object | No | Specifically it means the current page instance. In some scenarios, it is required to specify the exact page for hideLoading. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_UI_Feedback_hideLoading

my.hideNavigationBarLoading {#myhidenavigationbarloading}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.hideNavigationBarLoading

2021-05-09 18:43

Hide the navigation bar loading.

Sample Code

copy

```
my.hideNavigationBarLoading();
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_navigationbar_hidenavigationbarloading

my.hideTabBar {#myhidetabbar}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.hideTabBar

2022-07-03 18:44

Hide tab bar.

Sample Code

copy

```
my.hideTabBar({  
    animation: true  
})
```

Parameters

The incoming parameter is of the Object type with the following attributes:

```
|||||| --- | --- | --- | --- || Property | Type | Required | Description || animation |
Boolean | No | Need animation effect or not, none by default. || success | Function | No |
Callback function upon call success. || fail | Function | No | Callback function upon call
failure. || complete | Function | No | Callback function upon call completion (to be
executed upon either call success or failure). |
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_UI_TabBar_hideTabBar

my.hideTabBar {#myhidetabbar}

Last updated: 2021-05-10

Path: miniprogram_gcash

my.hideTabBar

2021-05-10 03:43

Hide tab bar.

Sample Code

copy

```
my.hideTabBar({
    animation: true
})
```

Parameters

The incoming parameter is of the Object type with the following attributes:

```
|||||| --- | --- | --- | --- || Property | Type | Required | Description || animation |
Boolean | No | Need animation effect or not, none by default. || success | Function | No |
Callback function upon call success. || fail | Function | No | Callback function upon call
failure. || complete | Function | No | Callback function upon call completion (to be
executed upon either call success or failure). |
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_tabbar_hidetabbar

my.hideToast {#myhidetoast}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.hideToast

2022-07-03 18:44

Hide the toast dialog.

Sample Code

copy

```
my.hideToast()
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_UI_Feedback_hideToast

my.hideToast {#myhidetoast}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.hideToast

2021-05-09 18:43

Hide the toast dialog.

Sample Code

copy

```
my.hideToast()
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_feedback_hidetost

my.makePhoneCall {#mymakephonecall}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.makePhoneCall

2021-05-09 18:43

Make a phone call.

Note: Mini Program Studio simulator does not support simulation temporarily. Please use the real machine to debug.

Sample Code

copy

```
// API-DEMO page/API/make-phone-call/make-phone-call.json
{
    "defaultTitle": "Make a phone call"
}
```

copy

```
// API-DEMO page/API/make-phone-call/make-phone-call.axml
<view class="page">
    <view class="page-section">
```

```

<view class="page-section-title">my.makePhoneCall</view>
<view class="page-section-btns">
    <view onTap="makePhoneCall">Make a phone call</view>
</view>
</view>
</view>

copy

// API-DEMO page/API/make-phone-call/make-phone-call.js
Page({
    makePhoneCall() {
        my.makePhoneCall({ number: '00000' });
    },
});

```

Parameters

	Property	Type	Required	Description
number	String	Yes	Phone number.	

FAQ

'Is not a function' error after calling my.makePhoneCall?

The Mini Program Studio simulator does not support simulation temporarily. Please use the real machine to debug.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_call_makephonecall

my.makePhoneCall {#mymakephonecall}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.makePhoneCall

2022-07-03 18:44

Make a phone call.

Note: Mini Program Studio simulator does not support simulation temporarily. Please use the real machine to debug.

Sample Code

copy

```
// API-DEMO page/API/make-phone-call/make-phone-call.json
{
    "defaultTitle": "Make a phone call"
}
```

copy

```
// API-DEMO page/API/make-phone-call/make-phone-call.axml
<view class="page">
    <view class="page-section">
        <view class="page-section-title">my.makePhoneCall</view>
        <view class="page-section-btns">
            <view onTap="makePhoneCall">Make a phone call</view>
        </view>
    </view>
</view>
```

copy

```
// API-DEMO page/API/make-phone-call/make-phone-call.js
Page({
    makePhoneCall() {
        my.makePhoneCall({ number: '00000' });
    },
});
```

Parameters

	Property	Type	Required	Description
number	String	Yes	Phone number.	

FAQ

'Is not a function' error after calling my.makePhoneCall?

The Mini Program Studio simulator does not support simulation temporarily. Please use the real machine to debug.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Device_Call_makePhoneCall

my.multiLevelSelect {#mymultilevelselect}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.multiLevelSelect

2022-07-03 18:44

Cascade selection function, mainly used for selecting several levels of associated data, such as province, city and district.

Sample Code

copy

```
//.json
{
    "defaultTitle": "Cascade selector"
}
```

copy

```
<!-- .axml -->
<view class="page">
    <view class="page-description">Cascade selector API</view>
    <view class="page-section">
        <view class="page-section-title">my.multiLevelSelect</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openMultiLevelSelect">Cascade
selector</button>
        </view>
    </view>
</view>
```

copy

```
//.js
Page({
    openMultiLevelSelect() {
        my.multiLevelSelect({
            title: 'Cascade selector',//Cascade selector title
            list: [
                {
                    name: "City",//entry name\
                    subList: [
                        {
                            name: "District",//entry name\
                            subList: [
                                {
                                    name: "Area",//entry name\
                                }
                            ]
                        }
                    ]
                }
            ]
        })
    }
})
```

```

        name: "District A",\
        subList: [\

            {\ \
                name: "Street A"\

            },\

            {\ \
                name: "Street B"\

            }\

        ]\

    },\

{\ \
    name: "District B",\
    subList: [\

        {\ \
            name: "Street C"\

        },\

        {\ \
            name: "Street D"\

        }\

    ]\

}\

]// cascade sub-data list\
}],// Cascade data list
success:(res)=>{
    my.alert({title:JSON.stringify(res)})
}
});

}

)

```

Parameters

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || title | String | No | Title. || list | JSONArray | Yes | Selection data list. || name | String | Yes | Entry name. || subList | JSONArray | No | Sub-entry list. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- || **Property** | **Type** | **Description** || success | Boolean | Selection completed or not, returning false for cancellation. || result | JSONArray | Selection result, such as [{"name":"City"}, {"name":"District A"}, {"name":"Street A"}]. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_UI_Multi-Level-Select_multiLevelSelect

my.multiLevelSelect {#mymultilevelselect}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.multiLevelSelect

2021-05-09 18:43

Cascade selection function, mainly used for selecting several levels of associated data, such as province, city and district.

Sample Code

copy

```
//.json
{
    "defaultTitle": "Cascade selector"
}
```

copy

```
<!-- .axml -->
<view class="page">
    <view class="page-description">Cascade selector API</view>
    <view class="page-section">
        <view class="page-section-title">my.multiLevelSelect</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openMultiLevelSelect">Cascade
            selector</button>
        </view>
    </view>
</view>
```

copy

```
//.js
Page({
    openMultiLevelSelect() {
        my.multiLevelSelect({
            title: 'Cascade selector',//Cascade selector title
            list: [
                {
                    name: "City",//entry name\
                    subList: [\
```

```

{\ \
    name: "District A", \
    subList: [\ \
        {\ \
            name: "Street A"\ \
        }, \
        {\ \
            name: "Street B"\ \
        }\ \
    }, \
    {\ \
        name: "District B", \
        subList: [\ \
            {\ \
                name: "Street C"\ \
            }, \
            {\ \
                name: "Street D"\ \
            }\ \
        ], \
        ]// cascade sub-data list\
    }], // Cascade data list
    success:(res)=>{
        my.alert({title:JSON.stringify(res)})
    }
}); \
}
})

```

Parameters

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || title | String | No | Title. || list | JSONArray | Yes | Selection data list. || name | String | Yes | Entry name. || subList | JSONArray | No | Sub-entry list. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- || **Property** | **Type** | **Description** || success | Boolean | Selection completed or not, returning `false` for cancellation. || result | JSONArray | Selection result, such as `[{"name":"City"}, {"name":"District A"}, {"name":"Street A"}]`. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_multi-level-select_multilevelselect

my.navigateBack {#mynavigateback}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.navigateBack

2022-07-03 18:44

Close the current page and return to the previous one or more pages. It is possible to use `getCurrentPages` to get the current page stack information and decide how many levels to return.

Sample Code

copy

```
// Note: When calling navigateTo API, the page that called the method  
// will be added to the stack.  
  
// This is the page one  
my.navigateTo({  
    url: 'two?pageId=10000'  
})  
  
// This is the page two  
my.navigateTo({  
    url: 'one?pageId=99999'  
})  
  
// navigateBack in page three , will return page one  
my.navigateBack({  
    delta: 2  
})
```

Parameters

Property	Type	Default	Description
delta	Number	1	Number of pages to return. If delta is greater than the number of open pages, it returns to the home page.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_ui_route_navigateback

my.navigateBack {#mynavigateback}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.navigateBack

2021-05-09 18:43

Close the current page and return to the previous one or more pages. It is possible to use `getCurrentPages` to get the current page stack information and decide how many levels to return.

Sample Code

copy

```
// Note: When calling navigateTo API, the page that called the method  
// will be added to the stack.  
  
// This is the page one  
my.navigateTo({  
  url: 'two?pageId=10000'  
})  
  
// This is the page two  
my.navigateTo({  
  url: 'one?pageId=99999'  
})  
  
// navigateBack in page three , will return page one  
my.navigateBack({  
  delta: 2  
})
```

Parameters

Property	Type	Default	Description
delta	Number	1	Number of pages to return. If delta is greater than the number of open pages, it returns to the home page.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_route_navigateback

my.navigateBackMiniProgram {#mynavigatebackminiprogram}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.navigateBackMiniProgram

2022-07-03 18:44

Return to the previous Mini Program. Only used for when another Mini Program jumps back to the foregrounded Mini Program.

Sample Code

copy

```
my.navigateBackMiniProgram({
  extraData: {
    "data1": "test"
  },
  success: (res) => {
    console.log(JSON.stringify(res))
  },
  fail: (res) => {
    console.log(JSON.stringify(res))
  }
});
```

Parameters

Property	Type	Required	Description
extraData	Object	No	The extra data that needs to be returned to the target Mini Program, and the target Mini Program can get it in <code>App.onLaunch()</code> or <code>App.onShow()</code> .
success	Function	No	Callback function upon call success.
fail	Function	No	Callback function upon call failure.
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure).

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_openapi_navigatebackminiprogram

my.navigateBackMiniProgram {#mynavigatebackminiprogram}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.navigateBackMiniProgram

2021-05-09 18:43

Return to the previous Mini Program. Only used for when another Mini Program jumps back to the foregrounded Mini Program.

Sample Code

copy

```
my.navigateBackMiniProgram({
  extraData:{
    "data1":"test"
  },
  success: (res) => {
    console.log(JSON.stringify(res))
  },
  fail: (res) => {
    console.log(JSON.stringify(res))
  }
});
```

Parameters

Property	Type	Required	Description
extraData	Object	No	The extra data that needs to be returned to the target Mini Program, and the target Mini Program can get it in App.onLaunch() or App.onShow().
success	Function	No	Callback function upon call success.
fail	Function	No	Callback function upon call failure.
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure).

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_openapi_navigatebackminiprogram

my.navigateTo {#mynavigateto}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.navigateTo

2021-05-09 18:43

Maintain the current page and jump to the specified page within the application. Use `my.navigateBack` to return to the original page.

Note: The maximum page depth is 10. In other words, the `navigateTo` can be called 10 times at most.

Sample Code

copy

```
my.navigateTo({
  url: 'new_page?count=100'
})

Page({
  onLoad(query) {
    my.alert({
      content: JSON.stringify(query),
    });
  }
})
```

Parameters

Property	Type	Required	Description
url	String	Yes	The application for the jumping does not include the destination page path of the tabBar. The path can be followed by parameters. Rules for the parameters: The path and parameter are separated with ?, the parameter key and the parameter value are connected with =, and different parameters must be separated with &, such as path?key1=value1&key2=value2. success Function No Callback function upon call success. fail Function No Callback function upon call failure. complete Function No Callback function upon call completion (to be executed upon either call success or failure).

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_route_navigateto

my.navigateTo {#mynavigateto}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.navigateTo

2022-07-03 18:44

Maintain the current page and jump to the specified page within the application. Use `my.navigateBack` to return to the original page.

Note: The maximum page depth is 10. In other words, the `navigateTo` can be called 10 times at most.

Sample Code

copy

```
my.navigateTo({
  url: 'new_page?count=100'
})

Page({
  onLoad(query) {
    my.alert({
      content: JSON.stringify(query),
    });
  }
})
```

Parameters

Property	Type	Required	Description
url	String	Yes	The application for the jumping does not include the destination page path of the tabBar. The path can be followed by parameters. Rules for the parameters: The path and parameter are separated with ?, the parameter key and the parameter value are connected with =, and different parameters must be separated with &, such as path?key1=value1&key2=value2. success Function No Callback function upon call success. fail Function No Callback function upon call failure. complete Function No Callback function upon call completion (to be executed upon either call success or failure).

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_ui_route_navigateto

my.navigateToMiniProgram {#mynavigatetominiprogram}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.navigateToMiniProgram

2021-05-09 18:43

Jump to another Mini Program.

Sample Code

copy

```
my.navigateToMiniProgram({
  appId: 'xxxx',
  extraData:{
    "data1":"test"
  },
  success: (res) => {
    console.log(JSON.stringify(res))
  },
  fail: (res) => {
    console.log(JSON.stringify(res))
  }
});
```

Parameters

Property	Type	Required	Description
appId	String	Yes	The appId of the target Mini Program to jump to.
path	String	No	The path of the target Mini Program to jump to, open the homepage if it is empty.
extraData	Object	No	The extra data that needs to be passed to the target Mini Program, and the target Mini Program can get it in App.onLaunch() or App.onShow().
success	Function	No	Callback function upon call success.
fail	Function	No	Callback function upon call failure.
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure).

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_openapi_navigatetominiprogram

my.navigateToMiniProgram {#mynavigatetominiprogram}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.navigateToMiniProgram

2022-07-03 18:44

Jump to another Mini Program.

Sample Code

copy

```
my.navigateToMiniProgram({
  appId: 'xxxx',
  extraData:{
    "data1":"test"
  },
  success: (res) => {
    console.log(JSON.stringify(res))
  },
  fail: (res) => {
    console.log(JSON.stringify(res))
  }
});
```

Parameters

Property	Type	Required	Description
appId	String	Yes	The appId of the target Mini Program to jump to.
path	String	No	The path of the target Mini Program to jump to, open the homepage if it is empty.
extraData	Object	No	The extra data that needs to be passed to the target Mini Program, and the target Mini Program can get it in App.onLaunch() or App.onShow().
success	Function	No	Callback function upon call success.
fail	Function	No	Callback function upon call failure.
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure).

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_openapi_navigateto_miniprogram

my.notifyBLECharacteristicValueChange {#mynotifyblecharacteristicvaluechange}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.notifyBLECharacteristicValueChange

2022-07-03 18:44

Use this API enable notification on change of Bluetooth Low Energy (BLE) device characteristics.

Instructions:

- The device characteristics must support `notify` or `indicate` to use this API. See properties in [my.getBLEDeviceCharacteristics](#) for details.
- You must enable this API first before you can use [my.onBLECharacteristicValueChange](#).
- After a successful subscription, the device must actively update the value of the characteristic to trigger [my.onBLECharacteristicValueChange](#).
- Subscription is more efficient and is recommended over the read method.

Note:

Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```
my.notifyBLECharacteristicValueChange({  
    deviceId: deviceId,  
    serviceId: serviceId,  
    characteristicId: characteristicId,  
    success: (res) => {  
        console.log(res)  
    },  
    fail:(res) => {  
    },  
    complete: (res)=>{  
    }  
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || deviceId | String | Yes | The Bluetooth device ID. || serviceId | String | Yes | The UUID of the service corresponding to a Bluetooth characteristic. || characteristicId | String | Yes | The Bluetooth characteristic UUID. || descriptorId | String | No | Descriptor UUID of the notification. This is Android-specific, the default value is 00002902-0000-10008000-00805F9b34fb. || state | Boolean | No | Whether `notify` or `indicate` is enabled. || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_bluetooth_ble_notifyblecharacteristicvaluechange

my.notifyBLECharacteristicValueChange {#mynotifyblecharacteristicvaluechange}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.notifyBLECharacteristicValueChange

2021-05-09 18:43

Use this API enable notification on change of Bluetooth Low Energy (BLE) device characteristics.

Instructions:

- The device characteristics must support `notify` or `indicate` to use this API. See properties in [my.getBLEDeviceCharacteristics](#) for details.
- You must enable this API first before you can use [my.onBLECharacteristicValueChange](#).
- After a successful subscription, the device must actively update the value of the characteristic to trigger [my.onBLECharacteristicValueChange](#).
- Subscription is more efficient and is recommended over the read method.

Note:

Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```
my.notifyBLECharacteristicValueChange({
  deviceId: deviceId,
  serviceId: serviceId,
  characteristicId: characteristicId,
  success: (res) => {
    console.log(res)
  },
  fail:(res) => {
  },
  complete: (res)=>{
  }
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || deviceId | String | Yes | The Bluetooth device ID. || serviceId | String | Yes | The UUID of the service corresponding to a Bluetooth characteristic. || characteristicId | String | Yes | The Bluetooth characteristic UUID. || descriptorId | String | No | Descriptor UUID of the notification. This is Android-specific, the default value is 00002902-0000-10008000-00805F9b34fb. || state | Boolean | No | Whether `notify` or `indicate` is enabled. || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_ble_notifyblecharacteristicvaluechange

my.offAccelerometerChange {#myoffaccelerometerchange}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.offAccelerometerChange

2021-05-09 18:43

Use this API to stop listening to acceleration data event.

Sample Code

copy

```
my.offAccelerometerChange();
```

Whether to pass callback value or not

- If the callback value is not passed, the callbacks of all events will be removed. The sample code is as follows:

copy

```
my.offAccelerometerChange();
```

- If the callback value is passed, only the corresponding callback is removed. The sample code is as follows:

copy

```
my.offAccelerometerChange(this.callback);
```

九色鹿

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_accelerometer_offaccelerometerchange

my.offAccelerometerChange {#myoffaccelerometerchange}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.offAccelerometerChange

2022-07-03 18:44

Use this API to stop listening to acceleration data event.

Sample Code

copy

```
my.offAccelerometerChange();
```

Whether to pass callback value or not

- If the callback value is not passed, the callbacks of all events will be removed. The sample code is as follows:

copy

```
my.offAccelerometerChange();
```

- If the callback value is passed, only the corresponding callback is removed. The sample code is as follows:

copy

```
my.offAccelerometerChange(this.callback);
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Device_Accelerometer_offAccelerometerChange

my.offAppHide {#myoffapphide}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.offAppHide

2022-07-03 18:44

Unlisten for the event that the mini program is switched to background from foreground.

Sample code

.axml

copy

```
<!-- .axml-->
<button size="default" onTap="offAppHideHanlder"
type="primary">Unlisten for the event that the mini program is
switched to background</button>
```

.js

copy

```
//.js
onLoad() {
    my.onAppHide(this.onAppHideHandler)
},
// The method of listening for the event that the mini program is
switched to background from foreground
onAppHideHandler() {
    console.log('The method of listening for the event that the mini
program is switched to background from foreground')
},
// The method of unlistening for the event that the mini program is
switched to background from foreground
offAppHideHanlder() {
    my.offAppHide(this.onAppHideHandler)
},
```

Parameters

The parameter is in object type and has the following property:

--- --- ---	Property	Type	Description	callback Function The callback
				function for the event that the mini program is switched to background.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_event_offapphide

my.offAppShow {#myoffappshow}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.offAppShow

2022-07-03 18:44

Unlisten for the event that the mini program is switched to foreground from background.

Sample code

.axml

copy

```

<!-- .axml-->
<button size="default" onTap="offAppShowHanlder"
type="primary">Unlisten for the event that the mini program is
switched to foreground from background</button>

.js

copy

//.js
onLoad() {
    my.onAppShow(this.onAppShowHandler)
},
//The method of listening for the event that the mini program is
switched to foreground from background
onAppShowHandler() {
    console.log('The mini program is switched to foreground from
background')
},
//The method of unlistening for the event that the mini program is
switched to foreground from background
offAppShowHanlder() {
    my.offAppShow(this.onAppShowHandler)
},
apphide() {
    console.log('The mini program is switched to background from
foreground')
}

```

Parameters

The parameter is in object type and has the following property:

||||| --- | --- | --- || **Property** | **Type** | **Description** || callback | Function | The callback
function for the event that the mini program is switched to foreground. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_event_offappshow

my.offBLECharacteristicValueChange {#myoffblecharacteristicvaluechange}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.offBLECharacteristicValueChange

2021-05-09 18:43

Use this API to unlisten to the BLE device characteristic change event.

Note:

Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```
Page({
  onLoad() {
    this.callback = this.callback.bind(this);
    my.onBLECharacteristicValueChange(this.callback);
  },
  onUnload() {
    my.offBLECharacteristicValueChange(this.callback);
  },
  callback(res) {
    console.log(res);
  },
})
```

Parameters

--- --- ---	Property	Type	Description
deviceId String	The Bluetooth device ID.	serviceId String	The UUID of the service corresponding to a Bluetooth characteristic.
characteristicId String	The Bluetooth device characteristic UUID.	value Hex String	The latest hexadecimal value of the characteristic.

Whether to pass callback value or not

- If the callback value is not passed, the callbacks of all events will be removed. The sample code is as follows:

copy

```
my.offBLECharacteristicValueChange();
```

- If the callback value is passed, only the corresponding callback is removed. The sample code is as follows:

copy

```
my.offBLECharacteristicValueChange(this.callback);
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_ble_offblecharacteristicvaluechange

my.offBLECharacteristicValueChange {#myoffblecharacteristicvaluechange}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.offBLECharacteristicValueChange

2022-07-03 18:44

Use this API to unlisten to the BLE device characteristic change event.

Note:

Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```
Page({
  onLoad() {
    this.callback = this.callback.bind(this);
    my.onBLECharacteristicValueChange(this.callback);
  },
  onUnload() {
    my.offBLECharacteristicValueChange(this.callback);
  },
  callback(res) {
    console.log(res);
  },
})
```

Parameters

		---		---		---		Property		Type		Description		deviceId		String		The Bluetooth device ID.		serviceId		String		The UUID of the service corresponding to a Bluetooth characteristic.		characteristicId		String		The Bluetooth device characteristic UUID.		value		Hex String		The latest hexadecimal value of the characteristic.	
--	--	-----	--	-----	--	-----	--	----------	--	------	--	-------------	--	----------	--	--------	--	--------------------------	--	-----------	--	--------	--	--	--	------------------	--	--------	--	---	--	-------	--	------------	--	---	--

Whether to pass callback value or not

- If the callback value is not passed, the callbacks of all events will be removed. The sample code is as follows:

copy

```
my.offBLECharacteristicValueChange();
```

- If the callback value is passed, only the corresponding callback is removed. The sample code is as follows:

copy

```
my.offBLECharacteristicValueChange(this.callback);
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Device_Bluetooth_BLE_offBLECharacteristicValueChange

my.offBLEConnectionStateChanged {#myoffbleconnectionstatechanged}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.offBLEConnectionStateChanged

2022-07-03 18:44

Use this API to unlisten to the Bluetooth Low Energy (BLE) connection status change event.

Instruction:

It is recommended that you call the `off` method and close event listening before you call the `on` method to listen events to prevent the situation where multiple listening event cause multiple callbacks of an event.

Note:

Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
.help-title {
    padding:10px;
    color:#FC0D1B;
}

copy

// .json
{
    "defaultTitle": "Bluetooth"
}

copy

<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
devices connected</button>
            <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
        </view>
        <view class="page-section-title">Connect the device</view>
        <view class="page-section-demo">
            <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
            <button type="primary" onTap="connectBLEDevice">Connect the
device</button>
            <button type="primary" onTap="getBLEDeviceServices">Obtain
device services</button>
            <button type="primary"
```

```
onTap="getBLEDeviceCharacteristics">Obtain read and write characteristics</button>
    <button type="primary" onTap="disconnectBLEDevice">Disconnect the device</button>
</view>
<view class="page-section-title">Read and write data</view>
<view class="page-section-demo">
    <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the characteristic data change</button>
        <button type="primary" onTap="readBLECharacteristicValue">Read data</button>
        <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
        <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic value</button>
    </view>
    <view class="page-section-title">Other events</view>
    <view class="page-section-demo">
        <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth state</button>
        <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth state</button>
        <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection state</button>
        <button type="primary" onTap="offBLEConnectionStateChanged">Un-listens to Bluetooth connection state</button>
    </view>
</view>
```

copy

```
// .js
Page({
  data: {
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
    serid: 'FEE7',
    notifyId: '36F6',
    writeId: '36F5',
    charid: '',
    alldev: [{ deviceId: '' }],
  },
  //Obtain the Bluetooth state
  openBluetoothAdapter() {
    my.openBluetoothAdapter({
      success: res => {
```

```
        if (!res.isSupportBLE) {
            my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
            return;
        }
        my.alert({ content: 'Succeeded to initialize!' });
    },
    fail: error => {
        my.alert({ content: JSON.stringify(error) });
    },
});
},
closeBluetoothAdapter() {
    my.closeBluetoothAdapter({
        success: () => {
            my.alert({ content: 'Bluetooth closed!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
getBluetoothAdapterState() {
    my.getBluetoothAdapterState({
        success: res => {
            if (!res.available) {
                my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Scan the Bluetooth device
startBluetoothDevicesDiscovery() {
    my.startBluetoothDevicesDiscovery({
        allowDuplicatesKey: false,
        success: () => {
            my.onBluetoothDeviceFound({
                success: res => {
                    // my.alert({content:'Listens to new
device'+JSON.stringify(res)});
                    var deviceArray = res.devices;
                    for (var i = deviceArray.length - 1; i >= 0; i--) {
                        var deviceObj = deviceArray[i];
                        //Pair the target device with the device name or
```

```
broadcast data, and then record the device ID for later use.
    if (deviceObj.name == this.data.name) {
        my.alert({ content: 'Target device is found' });
        my.offBluetoothDeviceFound();
        this.setData({
            deviceId: deviceObj.deviceId,
        });
        break;
    }
},
fail: error => {
    my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
},
});
},
fail: error => {
    my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
},
});
},
//Stop scanning
stopBluetoothDevicesDiscovery() {
    my.stopBluetoothDevicesDiscovery({
        success: res => {
            my.offBluetoothDeviceFound();
            my.alert({ content: 'Succeeded!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Obtain the connected device
getConnectedBluetoothDevices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connecting devices!' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
            devid = res.devices[0].deviceId;
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
```

```
    });

    //Obtain all searched devices
    getBluetoothDevices() {
        my.getBluetoothDevices({
            success: res => {
                my.alert({ content: JSON.stringify(res) });
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },
    bindKeyInput(e) {
        this.setData({
            devid: e.detail.value,
        });
    },
}

//Connect the device
connectBLEDevice() {
    my.connectBLEDevice({
        deviceId: this.data.devid,
        success: res => {
            my.alert({ content: 'Succeeded to connect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
}

//Disconnect the device
disconnectBLEDevice() {
    my.disconnectBLEDevice({
        deviceId: this.data.devid,
        success: () => {
            my.alert({ content: 'Succeeded to disconnect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
}

//Obtain the services of the connected device
getBLEDeviceServices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
```

```
        my.alert({ content: 'No connected devices' });
        return;
    }
    my.getBLEDeviceServices({
        deviceId: this.data.devid,
        success: res => {
            my.alert({ content: JSON.stringify(res) });
            this.setData({
                serid: res.services[0].serviceId,
            });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
),
//Obtain the char ID of the connected device, read and write
characteristics are respectively screened out.
getBLEDeviceCharacteristics() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.getBLEDeviceCharacteristics({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    //See the related document for more information of the
                    properties of the characteristics. Pair the characteristics according
                    to the properties and record the value for later use.
                    this.setData({
                        charid: res.characteristics[0].characteristicId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
},
```

```
//Read and write data
readBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.readBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                //1 Android reading service
                // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                },
                fail: error => {
                    my.alert({ content: 'Failed to read' +
JSON.stringify(error) });
                },
            });
        },
    });
},
writeBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.writeBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.charid,
                //Android writing service
                //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
                value: 'ABCD',
                success: res => {
                    my.alert({ content: 'Succeeded to write data!' });
                },
                fail: error => {
```

```
        my.alert({ content: JSON.stringify(error) });
    },
});
},
);
},
},
),
notifyBLECharacteristicValueChange() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.notifyBLECharacteristicValueChange({
                state: true,
                deviceId: this.data.devId,
                serviceId: this.data.serId,
                characteristicId: this.data.notifyId,
                success: () => {
                    //Listens to characteristic change events
                    my.onBLECharacteristicValueChange({
                        success: res => {
                            // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
                            my.alert({ content: 'Obtain the response data = ' +
res.value });
                        },
                    });
                    my.alert({ content: 'Succeeded to listen' });
                },
                fail: error => {
                    my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
                },
            });
        },
    });
},
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
,
//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState'
),
onBluetoothAdapterStateChange() {
```

```

        if (res.error) {
            my.alert({ content: JSON.stringify(error) });
        } else {
            my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
        }
    },
    offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
},
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {

my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onUnload() {
    this.offBLEConnectionStateChanged();
    this.offBLECharacteristicValueChange();
    this.offBluetoothAdapterStateChange();
    this.closeBluetoothAdapter();
},
});

```

Whether to pass callback value or not

- If the callback value is not passed, the callbacks of all events will be removed. The sample code is as follows:

copy

```
my.offBLEConnectionStateChanged();
```

- If the callback value is passed, only the corresponding callback is removed. The sample code is as follows:

copy

```
my.offBLEConnectionStateChanged(this.callback);
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_bluetooth_ble_offbleconnectionstatechanged

my.offBLEConnectionStateChanged {#myoffbleconnectionstatechanged}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.offBLEConnectionStateChanged

2021-05-09 18:43

Use this API to unlisten to the Bluetooth Low Energy (BLE) connection status change event.

Instruction:

It is recommended that you call the `off` method and close event listening before you call the `on` method to listen events to prevent the situation where multiple listening event cause multiple callbacks of an event.

Note:

Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```
/* .acss */
.help-info {
  padding:10px;
  color:#000000;
}
.help-title {
  padding:10px;
```

```
    color:#FC0D1B;
}

copy

// .json
{
    "defaultTitle": "Bluetooth"
}

copy

<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
            found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
            devices connected</button>
            <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
        </view>
        <view class="page-section-title">Connect the device</view>
        <view class="page-section-demo">
            <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
            <button type="primary" onTap="connectBLEDevice">Connect the
            device</button>
            <button type="primary" onTap="getBLEDeviceServices">Obtain
            device services</button>
            <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
            characteristics</button>
            <button type="primary" onTap="disconnectBLEDevice">Disconnect
            the device</button>
        </view>
        <view class="page-section-title">Read and write data</view>
        <view class="page-section-demo">
```

```
        <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
        <button type="primary" onTap="readBLECharacteristicValue">Read
data</button>
        <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
        <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic
value</button>
    </view>
    <view class="page-section-title">Other events</view>
    <view class="page-section-demo">
        <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
        <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth
state</button>
        <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
        <button type="primary" onTap="offBLEConnectionStateChanged">Un-
listens to Bluetooth connection state</button>
    </view>
</view>
</view>
```

copy

```
// .js
Page({
  data: {
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
    serid: 'FEE7',
    notifyId: '36F6',
    writeId: '36F5',
    charid: '',
    alldev: [{ deviceId: '' }],
  },
  //Obtain the Bluetooth state
  openBluetoothAdapter() {
    my.openBluetoothAdapter({
      success: res => {
        if (!res.isSupportBLE) {
          my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
          return;
        }
        my.alert({ content: 'Succeeded to initialize!' });
      },
    },
  }
});
```

```
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
closeBluetoothAdapter() {
    my.closeBluetoothAdapter({
        success: () => {
            my.alert({ content: 'Bluetooth closed!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
getBluetoothAdapterState() {
    my.getBluetoothAdapterState({
        success: res => {
            if (!res.available) {
                my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Scan the Bluetooth device
startBluetoothDevicesDiscovery() {
    my.startBluetoothDevicesDiscovery({
        allowDuplicatesKey: false,
        success: () => {
            my.onBluetoothDeviceFound({
                success: res => {
                    // my.alert({content:'Listens to new
device'+JSON.stringify(res)});
                    var deviceArray = res.devices;
                    for (var i = deviceArray.length - 1; i >= 0; i--) {
                        var deviceObj = deviceArray[i];
                        //Pair the target device with the device name or
broadcast data, and then record the device ID for later use.
                        if (deviceObj.name == this.data.name) {
                            my.alert({ content: 'Target device is found' });
                            my.offBluetoothDeviceFound();
                            this.setData({
                                deviceId: deviceObj.deviceId,
                            });
                        }
                    }
                }
            });
        }
    });
},
```

```
        break;
    }
},
},
fail: error => {
    my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
},
});
},
fail: error => {
    my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
},
});
},
//Stop scanning
stopBluetoothDevicesDiscovery() {
    my.stopBluetoothDevicesDiscovery({
        success: res => {
            my.offBluetoothDeviceFound();
            my.alert({ content: 'Succeeded!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Obtain the connected device
getConnectedBluetoothDevices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connecting devices!' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
            devid = res.devices[0].deviceId;
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Obtain all searched devices
getBluetoothDevices() {
    my.getBluetoothDevices({
        success: res => {
```

```
        my.alert({ content: JSON.stringify(res) });
    },
    fail: error => {
        my.alert({ content: JSON.stringify(error) });
    },
});
},
bindKeyInput(e) {
    this.setData({
        devid: e.detail.value,
    });
},
//Connect the device
connectBLEDevice() {
    my.connectBLEDevice({
        deviceId: this.data.devid,
        success: res => {
            my.alert({ content: 'Succeeded to connect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Disconnect the device
disconnectBLEDevice() {
    my.disconnectBLEDevice({
        deviceId: this.data.devid,
        success: () => {
            my.alert({ content: 'Succeeded to disconnect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Obtain the services of the connected device
getBLEDeviceServices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            my.getBLEDeviceServices({
                deviceId: this.data.devid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                }
            });
        }
    });
}
```



```
        },
        this.setData({
            devid: res.devices[0].deviceId,
        });
        my.readBLECharacteristicValue({
            deviceId: this.data.devid,
            serviceId: this.data.serid,
            characteristicId: this.data.notifyId,
            //1 Android reading service
            // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
            // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
            success: res => {
                my.alert({ content: JSON.stringify(res) });
            },
            fail: error => {
                my.alert({ content: 'Failed to read' +
                    JSON.stringify(error) });
            },
        });
    },
    writeBLECharacteristicValue() {
        my.getConnectedBluetoothDevices({
            success: res => {
                if (res.devices.length === 0) {
                    my.alert({ content: 'No connected devices' });
                    return;
                }
                this.setData({
                    devid: res.devices[0].deviceId,
                });
                my.writeBLECharacteristicValue({
                    deviceId: this.data.devid,
                    serviceId: this.data.serid,
                    characteristicId: this.data.charid,
                    //Android writing service
                    //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                    //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
                    value: 'ABCD',
                    success: res => {
                        my.alert({ content: 'Succeeded to write data!' });
                    },
                    fail: error => {
                        my.alert({ content: JSON.stringify(error) });
                    },
                });
            },
        });
    },
    notifyBLECharacteristicValueChange() {
```

```
my.getConnectedBluetoothDevices({
  success: res => {
    if (res.devices.length === 0) {
      my.alert({ content: 'No connected devices' });
      return;
    }
    this.setData({
      devid: res.devices[0].deviceId,
    });
    my.notifyBLECharacteristicValueChange({
      state: true,
      deviceId: this.data.devid,
      serviceId: this.data.serid,
      characteristicId: this.data.notifyId,
      success: () => {
        //Listens to characteristic change events
        my.onBLECharacteristicValueChange({
          success: res => {
            // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
            my.alert({ content: 'Obtain the response data = ' +
res.value });
          },
        });
        my.alert({ content: 'Succeeded to listen' });
      },
      fail: error => {
        my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
      },
    });
  },
  offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
  },
}

//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState(
},
onBluetoothAdapterStateChange() {
  if (res.error) {
    my.alert({ content: JSON.stringify(error) });
  } else {
    my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
  }
},

```

```

offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
},
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {

my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onUnload() {
    this.offBLEConnectionStateChanged();
    this.offBLECharacteristicValueChange();
    this.offBluetoothAdapterStateChange();
    this.closeBluetoothAdapter();
},
});

```

Whether to pass callback value or not

- If the callback value is not passed, the callbacks of all events will be removed. The sample code is as follows:

copy

```
my.offBLEConnectionStateChanged();
```

- If the callback value is passed, only the corresponding callback is removed. The sample code is as follows:

copy

```
my.offBLEConnectionStateChanged(this.callback);
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_ble_offbleconnectionstatechanged

my.offBluetoothAdapterStateChange {#myoffbluetoothadapterstatechange}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.offBluetoothAdapterStateChange

2021-05-09 18:43

Use this API to remove the bluetooth adapter with a state change.

In order to prevent multiple callbacks of an event, which are resulted from multiple registered event listeners, it is recommended to call off method to listen for an event and close the previous event listener, before you call on method.

Note:

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
my.offBluetoothAdapterStateChange();
```

Transmitting Callback Values

- If you don't transmit the callback value, all the event listener callbacks will be removed. See the below code sample for more information:

copy

```
my.offBluetoothAdapterStateChange();
```

- If you transmit the callback value, the corresponding callbacks will be removed. See the below code sample for more information:

copy

```
my.offBluetoothAdapterStateChange(this.callback);
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_bluetooth_offbluetoothadapterstatechange

my.offBluetoothAdapterStateChange {#myoffbluetoothadapterstatechange}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.offBluetoothAdapterStateChange

2022-07-03 18:44

Use this API to remove the bluetooth adapter with a state change.

In order to prevent multiple callbacks of an event, which are resulted from multiple registered event listeners, it is recommended to call off method to listen for an event and close the previous event listener, before you call on method.

Note:

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
my.offBluetoothAdapterStateChange();
```

Transmitting Callback Values

- If you don't transmit the callback value, all the event listener callbacks will be removed. See the below code sample for more information:

copy

```
my.offBluetoothAdapterStateChange();
```

- If you transmit the callback value, the corresponding callbacks will be removed. See the below code sample for more information:

copy

```
my.offBluetoothAdapterStateChange(this.callback);
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Device_Bluetooth_Bluetooth_offBluetoothAdapterStateChange

my.offBluetoothDeviceFound {#myoffbluetoothdevicefound}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.offBluetoothDeviceFound

2022-07-03 18:44

Use this API to remove the bluetooth devices that are found.

In order to prevent multiple callbacks of an event, which are resulted from multiple registered event listeners, it is recommended to call off method to listen for an event and close the previous event listener, before you call on method.

Note:

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
my.offBluetoothDeviceFound();
```

Transmitting Callback Values

- If you don't transmit the callback value, all the event listener callbacks will be removed. See the below code sample for more information:

copy

```
my.offBluetoothDeviceFoun();
```

- If you transmit the callback value, the corresponding callbacks will be removed. See the below code sample for more information:

copy

```
my.offBluetoothDeviceFoun(this.callback);
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_bluetooth_bluetooth_offbluetoothdevicefound

my.offBluetoothDeviceFound {#myoffbluetoothdevicefound}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.offBluetoothDeviceFound

2021-05-09 18:43

Use this API to remove the bluetooth devices that are found.

In order to prevent multiple callbacks of an event, which are resulted from multiple registered event listeners, it is recommended to call off method to listen for an event and close the previous event listener, before you call on method.

Note:

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
my.offBluetoothDeviceFound();
```

Transmitting Callback Values

- If you don't transmit the callback value, all the event listener callbacks will be removed. See the below code sample for more information:

copy

```
my.offBluetoothDeviceFoun();
```

- If you transmit the callback value, the corresponding callbacks will be removed. See the below code sample for more information:

copy

```
my.offBluetoothDeviceFoun(this.callback);
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_bluetooth_offbluetoothdevicefound

my.offCompassChange {#myoffcompasschange}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.offCompassChange

2021-05-09 18:43

Use this API to unlisten to the compass data.

Sample Code

copy

```
my.offCompassChange();
```

Whether to pass callback value or not

- If the callback value is not passed, the callbacks of all events will be removed. The sample code is as follows:

copy

```
my.offCompassChange();
```

- If the callback value is passed, only the corresponding callback is removed. The sample code is as follows:

copy

```
my.offCompassChange(this.callback);
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_compass_offcompasschange

my.offCompassChange {#myoffcompasschange}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.offCompassChange

2022-07-03 18:44

Use this API to unlisten to the compass data.

Sample Code

copy

```
my.offCompassChange();
```

Whether to pass callback value or not

- If the callback value is not passed, the callbacks of all events will be removed. The sample code is as follows:

copy

```
my.offCompassChange();
```

- If the callback value is passed, only the corresponding callback is removed. The sample code is as follows:

copy

```
my.offCompassChange(this.callback);
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_compass_of_fcompasschange

my.onError {#myofferror}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.offError

2022-07-03 18:44

Unlisten for the event that JS errors occur in the mini program.

Sample code

copy

```
// .js
App({
  onShow() {
    this.handleError = error => {
      // Errors occur when running the mini program.
      console.log(error);
    }
    // The type of error is String.
    my.onErrorHandler(this.handleError);
  },
  onHide() {
    // Unlisten for the event that JS errors occur in the mini
    // program.
    my.offErrorHandler(this.handleError);
  }
})
```

Parameters

||||| --- | --- | --- || **Property** | **Type** | **Description** || callback | Function | The callback function for the event that JS errors occur in the mini program. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_event_offerror

my.offMemoryWarning {#myoffmemorywarning}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.offMemoryWarning

2022-07-03 18:44

Use this API to unlisten to the insufficient memory alarm event. Ensure that the parameter (callback) is the same object as the one in [onMemoryWarning](#).

Sample Code

copy

```
// API-DEMO page/API/memory-warning/memory-warning.json
{
    "defaultTitle": "OnMemoryWarning"
}
```

copy

```
<!-- API-DEMO page/API/memory-warning/memory-warning.axml-->
<view class="page">

    <button type="primary" onTap="onMemoryWarning">
        Listen to Insufficient Memory Alarm Event
    </button>

</view>
```

copy

```
// API-DEMO page/API/memory-warning/memory-warning.js
Page({
    onLoad() {
        this.callback = (res) => {
            var levelString = 'iOS device, No alarm level exists.';
            switch (res.level) {
                case 10:
                    levelString = 'Android device, level =
TRIM_MEMORY_RUNNING_LOW';
                    break;
                case 15:
                    levelString = 'Android device, level =
TRIM_MEMORY_RUNNING_CRITICAL';
                    break;
            }
            my.alert({
                title: 'Received insufficient memory alarm',
                content: levelString
            });
        };
        this.isApiAvailable = my.canIUse('onMemoryWarning');
    },
    onMemoryWarning() {
        if (this.isApiAvailable) {
            my.onMemoryWarning(this.callback);
        } else {
```

```

        my.alert({
            title: 'Client version is too low',
            content: 'my.onMemoryWarning() and my.offMemoryWarning() need
10.1.35 or higher versions'
        });
    },
    onUnload() {
        if (this.isApiAvailable) {
            my.offMemoryWarning(this.callback);
        }
    }
});

```

Whether to pass callback value or not

- If the callback value is not passed, the callbacks of all events will be removed. The sample code is as follows:

copy

```
my.offMemoryWarning();
```

- If the callback value is passed, only the corresponding callback is removed. The sample code is as follows:

copy

```
my.offMemoryWarning(this.callback);
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_memory-warning_offmemorywarning

my.offMemoryWarning {#myoffmemorywarning}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.offMemoryWarning

2021-05-09 18:43

Use this API to unlisten to the insufficient memory alarm event. Ensure that the parameter (callback) is the same object as the one in [onMemoryWarning](#).

Sample Code

copy

```
// API-DEMO page/API/memory-warning/memory-warning.json
{
    "defaultTitle": "OnMemoryWarning"
}
```

copy

```
<!-- API-DEMO page/API/memory-warning/memory-warning.axml-->
<view class="page">

    <button type="primary" onTap="onMemoryWarning">
        Listen to Insufficient Memory Alarm Event
    </button>

</view>
```

copy

```
// API-DEMO page/API/memory-warning/memory-warning.js
Page({
    onLoad() {
        this.callback = (res) => {
            var levelString = 'iOS device, No alarm level exists.';
            switch (res.level) {
                case 10:
                    levelString = 'Android device, level = TRIM_MEMORY_RUNNING_LOW';
                    break;
                case 15:
                    levelString = 'Android device, level = TRIM_MEMORY_RUNNING_CRITICAL';
                    break;
            }
            my.alert({
                title: 'Received insufficient memory alarm',
                content: levelString
            });
        };
        this.isApiAvailable = my.canIUse('onMemoryWarning');
    },
    onMemoryWarning() {
        if (this.isApiAvailable) {
            my.onMemoryWarning(this.callback);
        } else {
            my.alert({
                title: 'Client version is too low',
                content: 'my.onMemoryWarning() and my.offMemoryWarning() need 10.1.35 or higher versions'
            });
        }
    }
});
```

```

        });
    }
},
onUnload() {
    if (this.isApiAvailable) {
        my.offMemoryWarning(this.callback);
    }
}
);

```

Whether to pass callback value or not

- If the callback value is not passed, the callbacks of all events will be removed. The sample code is as follows:

copy

```
my.offMemoryWarning();
```

- If the callback value is passed, only the corresponding callback is removed. The sample code is as follows:

copy

```
my.offMemoryWarning(this.callback);
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_memory-warning_offmemorywarning

my.offSocketClose {#myoffsocketclose}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.offSocketClose

2022-07-03 18:44

Use this API to unlisten to the event of disabling the WebSocket connection.

Sample Code

copy

```
Page({
  onLoad() {
    my.onSocketClose(this.callback);
  },
  onUnload() {
    my.offSocketClose(this.callback);
    // my.offSocketClose();
  },
  callback(res) {
    my.alert({content: 'The connection is disabled!'});
    this.setData({
      sendMessageAbility: false,
      closeLinkAbility: false,
    });
  },
})
```

Note: The case is only for reference. Please use your own URL to test.

Whether to pass callback value or not

- If the callback value is not passed, the callbacks of all events will be removed. The sample code is as follows:

copy

```
my.offSocketClose();
```

- If the callback value is passed, only the corresponding callback is removed. The sample code is as follows:

copy

```
my.offSocketClose(this.callback);
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Network_offSocketClose

my.offSocketClose {#myoffsocketclose}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.offSocketClose

2021-05-09 18:43

Use this API to unlisten to the event of disabling the WebSocket connection.

Sample Code

copy

```
Page({
  onLoad() {
    my.onSocketClose(this.callback);
  },
  onUnload() {
    my.offSocketClose(this.callback);
    // my.offSocketClose();
  },
  callback(res) {
    my.alert({content: 'The connection is disabled!'});
    this.setData({
      sendMessageAbility: false,
      closeLinkAbility: false,
    });
  },
})
```

Note: The case is only for reference. Please use your own URL to test.

Whether to pass callback value or not

- If the callback value is not passed, the callbacks of all events will be removed. The sample code is as follows:

copy

```
my.offSocketClose();
```

- If the callback value is passed, only the corresponding callback is removed. The sample code is as follows:

copy

```
my.offSocketClose(this.callback);
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_network_offsocketclose

my.offSocketError {#myoffsocketerror}

Last updated: 2022-07-04

Path: miniprogram_gcash

my.offSocketError

2022-07-04 03:44

Use this API to unlisten to WebSocket error events.

Sample Code

copy

```
Page({
  onLoad() {
    this.callback = this.callback.bind(this);
    my.onSocketError(this.callback);
  },
  onUnload() {
    my.offSocketError(this.callback);
  },
  callback(res) {
  },
})
```

Note: The case is only for reference. Please use your own URL to test.

Whether to pass callback value or not

- If the callback value is not passed, the callbacks of all events will be removed. The sample code is as follows:

copy

```
my.offSocketError();
```

- If the callback value is passed, only the corresponding callback is removed. The sample code is as follows:

copy

```
my.offSocketError(this.callback);
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Network_offSocketError

my.offSocketError {#myoffsocketerror}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.offSocketError

2021-05-09 18:43

Use this API to unlisten to WebSocket error events.

Sample Code

copy

```
Page({
  onLoad() {
    this.callback = this.callback.bind(this);
    my.onSocketError(this.callback);
  },
  onUnload() {
    my.offSocketError(this.callback);
  },
  callback(res) {
  },
})
```

Note: The case is only for reference. Please use your own URL to test.

Whether to pass callback value or not

- If the callback value is not passed, the callbacks of all events will be removed. The sample code is as follows:

copy

```
my.offSocketError();
```

- If the callback value is passed, only the corresponding callback is removed. The sample code is as follows:

copy

```
my.offSocketError(this.callback);
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_network_offsocketerror

my.offSocketMessage {#myoffsocketmessage}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.offSocketMessage

2022-07-03 18:44

Use this API to unlisten to the event of receiving server messages by WebSocket.

Sample Code

copy

```
my.connectSocket({
  url: 'Server URL'
})

my.onSocketMessage(function(res) {
  console.log('Server content received ' + res.data)
})

my.offSocketMessage();
```

Note: The case is only for reference. Please use your own URL to test.

Whether to pass callback value or not

- If the callback value is not passed, the callbacks of all events will be removed. The sample code is as follows:

copy

```
my.offSocketMessage();
```

- If the callback value is passed, only the corresponding callback is removed. The sample code is as follows:

copy

```
my.offSocketMessage(this.callback);
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Network_offSocketMessage

my.offSocketMessage {#myoffsocketmessage}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.offSocketMessage

2021-05-09 18:43

Use this API to unlisten to the event of receiving server messages by WebSocket.

Sample Code

copy

```
my.connectSocket({
  url: 'Server URL'
})

my.onSocketMessage(function(res) {
  console.log('Server content received ' + res.data)
})

my.offSocketMessage();
```

Note: The case is only for reference. Please use your own URL to test.

Whether to pass callback value or not

- If the callback value is not passed, the callbacks of all events will be removed. The sample code is as follows:

copy

```
my.offSocketMessage();
```

- If the callback value is passed, only the corresponding callback is removed. The sample code is as follows:

copy

```
my.offSocketMessage(this.callback);
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_network_offsocketmessage

my.offSocketOpen {#myoffsocketopen}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.offSocketOpen

2021-05-09 18:43

Use this API to unlisten to the event of enabling the WebSocket connection.

Sample Code

copy

```
Page({
  onLoad() {
    this.callback = this.callback.bind(this);
    my.onSocketOpen(this.callback);
  },
  onUnload() {
    my.offSocketOpen(this.callback);
  },
  callback(res) {
  },
})
```

Note: The case is only for reference. Please use your own URL to test.

Whether to pass callback value or not

- If the callback value is not passed, the callbacks of all events will be removed. The sample code is as follows:

copy

```
my.offSocketOpen();
```

- If the callback value is passed, only the corresponding callback is removed. The sample code is as follows:

copy

```
my.offSocketOpen(this.callback);
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_network_offsocketopen

my.offSocketOpen {#myoffsocketopen}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.offSocketOpen

2022-07-03 18:44

Use this API to unlisten to the event of enabling the WebSocket connection.

Sample Code

copy

```
Page({
  onLoad() {
    this.callback = this.callback.bind(this);
    my.onSocketOpen(this.callback);
  },
  onUnload() {
    my.offSocketOpen(this.callback);
  },
  callback(res) {
  },
})
```

Note: The case is only for reference. Please use your own URL to test.

Whether to pass callback value or not

- If the callback value is not passed, the callbacks of all events will be removed. The sample code is as follows:

copy

```
my.offSocketOpen();
```

- If the callback value is passed, only the corresponding callback is removed. The sample code is as follows:

copy

```
my.offSocketOpen(this.callback);
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Network_offSocketOpen

my.offUnhandledRejection {#myoffunhandledrejection}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.offUnhandledRejection

2022-07-03 18:44

Unlisten for the *unhandledrejection* event.

Sample code

copy

```
//.js
App({
  onShow(options) {
    const handleRejection = (res) => {
      console.log(res.reason);
      console.log(res.promise);
    }
    my.onUnhandledRejection(handleRejection);
    my.offUnhandledRejection(handleRejection);
  }
})
```

Parameters

||||| --- | --- | --- || **Property** | **Type** | **Description** || callback | Function |

The *unhandledrejection* event is triggered when a JavaScript Promise that has no rejection handler is rejected. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_event_offunhandledrejection

my.offUserCaptureScreen {#myoffusercapturescreen}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.offUserCaptureScreen

2022-07-03 18:44

Cancel screen capture listener event. This is usually paired with my.onUserCaptureScreen.

Sample Code

copy

```
<!-- API-DEMO page/API/user-capture-screen/user-capture-screen.axml-->
<view class="page">
    <view class="page-description">User screen capture event API</view>
    <view class="page-section">
        <view class="page-section-title">my.onUserCaptureScreen</view>
        <view class="page-section-demo">
            <view>Current status: {{ condition ? "listening on" : 'Listening off' }}</view>
            <view a:if="{{condition}}">
                <button type="primary" onTap="offUserCaptureScreen">Cancel screen capture listening event</button>
            </view>
            <view a:else>
                <button type="primary" onTap="onUserCaptureScreen">Turn on screen capture listening event</button>
            </view>
        </view>
    </view>
</view>
```

copy

```
// API-DEMO page/API/user-capture-screen/user-capture-screen.js
Page({
  data: {
    condition: false,
  },
  onReady() {
    my.onUserCaptureScreen(() => {
      my.alert({
        content: 'Received user screen capture',
      });
    });
  },
  offUserCaptureScreen() {
    my.offUserCaptureScreen();
    this.setData({
      condition: false,
    });
  },
  onUserCaptureScreen() {
    my.onUserCaptureScreen(() => {
      my.alert({
        content: 'Received user screen capture'
      });
    });
    this.setData({
      condition: true,
    });
  },
});
```

Dismissing Callback

- If you need to remove all event listener callback. Sample code:

copy

```
my.offUserCaptureScreen();
```

- If you need to remove a specific callback event. Sample code:

copy

```
my.offUserCaptureScreen(this.callback);
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_capture_offusercapturescreen

my.offUserCaptureScreen {#myoffusercapturescreen}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.offUserCaptureScreen

2021-05-09 18:43

Cancel screen capture listener event. This is usually paired with my.onUserCaptureScreen.

Sample Code

copy

```
<!-- API-DEMO page/API/user-capture-screen/user-capture-screen.axml-->
<view class="page">
    <view class="page-description">User screen capture event API</view>
    <view class="page-section">
        <view class="page-section-title">my.onUserCaptureScreen</view>
        <view class="page-section-demo">
            <view>Current status: {{ condition ? "listening on" : 'Listening off' }}</view>
            <view a:if="{{condition}}>
                <button type="primary" onTap="offUserCaptureScreen">Cancel screen capture listening event</button>
            </view>
            <view a:else>
                <button type="primary" onTap="onUserCaptureScreen">Turn on screen capture listening event</button>
            </view>
        </view>
    </view>
</view>
```

copy

```
// API-DEMO page/API/user-capture-screen/user-capture-screen.js
Page({
    data: {
        condition: false,
    },
    onReady() {
        my.onUserCaptureScreen(() => {
            my.alert({
                content: 'Received user screen capture',
            })
        })
    }
})
```

```

    });
  });
},
offUserCaptureScreen() {
  my.offUserCaptureScreen();
  this.setData({
    condition: false,
  });
},
onUserCaptureScreen() {
  my.onUserCaptureScreen(() => {
    my.alert({
      content: 'Received user screen capture'
    });
  });
  this.setData({
    condition: true,
  });
},
);
}
);

```

Dismissing Callback

- If you need to remove all event listener callback. Sample code:

copy

```
my.offUserCaptureScreen();
```

- If you need to remove a specific callback event. Sample code:

copy

```
my.offUserCaptureScreen(this.callback);
```

九色鹿

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_capture_offusercapturescreen

my.onAccelerometerChange {#myonaccelerometerchange}

Last updated: 2022-07-04

Path: miniprogram_gcash

my.onAccelerometerChange

2022-07-04 03:44

Use this API to listen to the acceleration data event. The callback interval is 500ms. After the interface is called, the listening is automatically started. You can use [my.offAccelerometerChange](#) to stop listening.**

Sample Code

copy

```
my.onAccelerometerChange(function(res) {
  console.log(res.x);
  console.log(res.y);
  console.log(res.z);
})
```

Parameters

The property is a callback function which uses object properties with the following property:

Property	Type	Description
x	Number	x-axis
y	Number	y-axis
z	Number	z-axis

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_accelerometer_onaccelerometerchange

my.onAccelerometerChange

Last updated: 2021-05-09

Path: miniprogram_gcash

my.onAccelerometerChange

2021-05-09 18:43

Use this API to listen to the acceleration data event. The callback interval is 500ms. After the interface is called, the listening is automatically started. You can use [my.offAccelerometerChange](#) to stop listening.**

Sample Code

copy

```
my.onAccelerometerChange(function(res) {
  console.log(res.x);
  console.log(res.y);
  console.log(res.z);
})
```

Parameters

The property is a callback function which uses object properties with the following property:

		Property	Type	Description
		x	Number	x-axis
		y	Number	y-axis
		z	Number	z-axis

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_accelerometer_onaccelerometerchange

my.onAppHide {#myonapphide}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.onAppHide

2022-07-03 18:44

Listen for the event that the mini program is switched to background from foreground. The triggered time of the API is the same with that of the [onHide\(\) method](#). To unlisten for the event that the mini program is switched to background from foreground, see [my.offAppHide](#).

Sample code

.axml

copy

```
<!-- .axml-->
<button size="default" onTap="offAppHideHanlder"
```

```
type="primary">Unlisten for the event tha the mini program is switched  
to background</button>
```

.js

copy

```
//.js  
onLoad() {  
    my.onAppHide(this.onAppHideHandler)  
},  
// The method of listening for the event that the mini program is  
switched to background  
onAppHideHandler() {  
    console.log('The method of listening for the event that the mini  
program is switched to background')  
},  
// The method of unlistening for the event that the mini program is  
switched to background  
offAppHideHanlder() {  
    my.offAppHide(this.onAppHideHandler)  
},
```

Parameters

The parameter is in object type and has the following property:

--- --- ---	Property	Type	Description	callback Function The callback function for the event that the mini program is switched to background.
-----------------	-----------------	-------------	--------------------	---

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_event_onapphide

my.onBLECharacteristicValueChange {#myonblecharacteristicvaluechange}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.onBLECharacteristicValueChange

2022-07-03 18:44

Use this API to listen to the Bluetooth Low Energy (BLE) device characteristic change event.

Instruction:

It is recommended that you call the `off` method and close event listening before you call the `on` method to listen events to prevent the situation where multiple listening event cause multiple callbacks of an event.

Note:

Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```
/* .acss */
.help-info {
  padding:10px;
  color:#000000;
}
.help-title {
  padding:10px;
  color:#FC0D1B;
}
```

copy

```
// .json
{
  "defaultTitle": "Bluetooth"
}
```

copy

```
<!-- .axml-->
<view class="page">
  <view class="page-description">Bluetooth API</view>
  <view class="page-section">
    <view class="page-section-title">The Bluetooth state</view>
    <view class="page-section-demo">
      <button type="primary" onTap="openBluetoothAdapter">Initialize
      Bluetooth</button>
      <button type="primary" onTap="closeBluetoothAdapter">Close
      Bluetooth</button>
      <button type="primary" onTap="getBluetoothAdapterState">Obtain
      Bluetooth state</button>
    </view>
    <view class="page-section-title">Scan the Bluetooth device</view>
    <view class="page-section-demo">
      <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
      <button type="primary" onTap="getBluetoothDevices">All devices
      found</button>
    </view>
  </view>
</view>
```

```
<button type="primary" onTap="getConnectedBluetoothDevices">All devices connected</button>
    <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
</view>
<view class="page-section-title">Connect the device</view>
<view class="page-section-demo">
    <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
    <button type="primary" onTap="connectBLEDevice">Connect the device</button>
    <button type="primary" onTap="getBLEDeviceServices">Get device services</button>
    <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write characteristics</button>
    <button type="primary" onTap="disconnectBLEDevice">Disconnect the device</button>
</view>
<view class="page-section-title">Read and write data</view>
<view class="page-section-demo">
    <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the characteristic data change</button>
    <button type="primary" onTap="readBLECharacteristicValue">Read data</button>
    <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
    <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic value</button>
</view>
<view class="page-section-title">Other events</view>
<view class="page-section-demo">
    <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth state</button>
    <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth state</button>
    <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection state</button>
    <button type="primary" onTap="offBLEConnectionStateChanged">Un-listens to Bluetooth connection state</button>
</view>
</view>
</view>
```

copy

```
// .js
Page({
  data: {
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
    serid: 'FEE7',
    notifyId: '36F6',
    writeId: '36F5',
    charid: '',
    alldev: [{ deviceId: '' }],
  },
  //Obtain the Bluetooth state
  openBluetoothAdapter() {
    my.openBluetoothAdapter({
      success: res => {
        if (!res.isSupportBLE) {
          my.alert({ content: 'Sorry, your mobile Bluetooth is unavailable temporarily' });
          return;
        }
        my.alert({ content: 'Succeeded to initialize!' });
      },
      fail: error => {
        my.alert({ content: JSON.stringify(error) });
      },
    });
  },
  closeBluetoothAdapter() {
    my.closeBluetoothAdapter({
      success: () => {
        my.alert({ content: 'Bluetooth closed!' });
      },
      fail: error => {
        my.alert({ content: JSON.stringify(error) });
      },
    });
  },
  getBluetoothAdapterState() {
    my.getBluetoothAdapterState({
      success: res => {
        if (!res.available) {
          my.alert({ content: 'Sorry, your mobile Bluetooth is unavailable temporarily' });
          return;
        }
        my.alert({ content: JSON.stringify(res) });
      },
      fail: error => {
        my.alert({ content: JSON.stringify(error) });
      },
    });
  },
});
```

```
},  
  
    //Scan the Bluetooth device  
    startBluetoothDevicesDiscovery() {  
        my.startBluetoothDevicesDiscovery({  
            allowDuplicatesKey: false,  
            success: () => {  
                my.onBluetoothDeviceFound({  
                    success: res => {  
  
                        // my.alert({content:'Listens to new  
device'+JSON.stringify(res)});  
                        var deviceArray = res.devices;  
                        for (var i = deviceArray.length - 1; i >= 0; i--) {  
                            var deviceObj = deviceArray[i];  
  
                            //Pair the target device with the device name or  
broadcast data, and then record the device ID for later use.  
                            if (deviceObj.name == this.data.name) {  
                                my.alert({ content: 'Target device is found' });  
                                my.offBluetoothDeviceFound();  
                                this.setData({  
                                    deviceId: deviceObj.deviceId,  
                                });  
                                break;  
                            }  
                        }  
                    },  
                    fail: error => {  
                        my.alert({ content: 'Failed to listen to new device' +  
JSON.stringify(error) });  
                    },  
                });  
            },  
            fail: error => {  
                my.alert({ content: 'Failed to start scanning' +  
JSON.stringify(error) });  
            },  
        });  
    },  
  
    //Stop scanning  
    stopBluetoothDevicesDiscovery() {  
        my.stopBluetoothDevicesDiscovery({  
            success: res => {  
                my.offBluetoothDeviceFound();  
                my.alert({ content: 'Succeeded!' });  
            },  
            fail: error => {  
                my.alert({ content: JSON.stringify(error) });  
            },  
        });  
    },
```

```
    });

    //Obtain the connected device
    getConnectedBluetoothDevices() {
        my.getConnectedBluetoothDevices({
            success: res => {
                if (res.devices.length === 0) {
                    my.alert({ content: 'No connecting devices!' });
                    return;
                }
                my.alert({ content: JSON.stringify(res) });
                devid = res.devices[0].deviceId;
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },

    //Obtain all searched devices
    getBluetoothDevices() {
        my.getBluetoothDevices({
            success: res => {
                my.alert({ content: JSON.stringify(res) });
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },

    bindKeyInput(e) {
        this.setData({
            devid: e.detail.value,
        });
    },

    //Connect the device
    connectBLEDevice() {
        my.connectBLEDevice({
            deviceId: this.data.devid,
            success: res => {
                my.alert({ content: 'Succeeded to connect!' });
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },
},
```

```
//Disconnect the device
disconnectBLEDevice() {
    my.disconnectBLEDevice({
        deviceId: this.data.devid,
        success: () => {
            my.alert({ content: 'Succeeded to disconnect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
}

//Obtain the services of the connected device
getBLEDeviceServices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            my.getBLEDeviceServices({
                deviceId: this.data.devid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    this.setData({
                        serid: res.services[0].serviceId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
}

//Obtain the char ID of the connected device, read and write
characteristics are respectively screened out.
getBLEDeviceCharacteristics() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.getBLEDeviceCharacteristics({
                deviceId: this.data.devid,
```

```
        serviceId: this.data.serid,
        success: res => {
            my.alert({ content: JSON.stringify(res) });

            //See the related document for more information of the
            properties of the characteristics. Pair the characteristics according
            to the properties and record the value for later use.
            this.setData({
                this.setData({
                    this.setData({
                        charid: res.characteristics[0].characteristicId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    },
};

//Read and write data
readBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.readBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,

                //1 Android reading service
                // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                },
                fail: error => {
                    my.alert({ content: 'Failed to read' +
JSON.stringify(error) });
                },
            });
        },
    });
},
```

```
writeBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });

            my.writeBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.charid,

                //Android writing service
                //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
                value: 'ABCD',
                success: res => {
                    my.alert({ content: 'Succeeded to write data!' });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
},
notifyBLECharacteristicValueChange() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });

            my.notifyBLECharacteristicValueChange({
                state: true,
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                success: () => {

                    //Listens on characteristic change events
                    my.onBLECharacteristicValueChange({

```

```
success: res => {

    // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)};
    my.alert({ content: 'Obtain the response data = ' +
res.value });
},
});

my.alert({ content: 'Succeeded to listen' });
},
fail: error =>
{
    my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
},
);
},
);
};

offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
,

//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState'
),
onBluetoothAdapterStateChange() {
if (res.error) {
    my.alert({ content: JSON.stringify(error) });
} else {
    my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
}
},
offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState'
),
getBind(name) {
if (!this[`bind${name}`]) {
    this[`bind${name}`] = this[name].bind(this);
}
return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'
),
onBLEConnectionStateChanged(res) {
if (res.error) {
```

```

        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {

my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'),
},
onUnload() {
    this.offBLEConnectionStateChanged();
    this.offBLECharacteristicValueChange();
    this.offBluetoothAdapterStateChange();
    this.closeBluetoothAdapter();
},
});

```

Parameters

||||| --- | --- | --- || **Property** | **Type** | **Description** || deviceId | String | The Bluetooth device ID. || connected | Boolean | The current state of the connection. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_bluetooth_ble_onblecharacteristicvaluechange

my.onBLECharacteristicValueChange {#myonblecharacteristicvaluechange}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.onBLECharacteristicValueChange

2021-05-09 18:43

Use this API to listen to the Bluetooth Low Energy (BLE) device characteristic change event.

Instruction:

It is recommended that you call the `off` method and close event listening before you call the `on` method to listen events to prevent the situation where multiple listening event cause multiple callbacks of an event.

Note:

Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
.help-title {
    padding:10px;
    color:#FC0D1B;
}
```

copy

```
// .json
{
    "defaultTitle": "Bluetooth"
}
```

copy

```
<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
devices connected</button>
            <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
        </view>
    </view>
</view>
```

```
<view class="page-section-title">Connect the device</view>
<view class="page-section-demo">
    <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
        <button type="primary" onTap="connectBLEDevice">Connect the
device</button>
        <button type="primary" onTap="getBLEDeviceServices">Get device
services</button>
        <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
characteristics</button>
        <button type="primary" onTap="disconnectBLEDevice">Disconnect
the device</button>
    </view>
    <view class="page-section-title">Read and write data</view>
    <view class="page-section-demo">
        <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
        <button type="primary" onTap="readBLECharacteristicValue">Read
data</button>
        <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
        <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic
value</button>
    </view>
    <view class="page-section-title">Other events</view>
    <view class="page-section-demo">
        <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
        <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth
state</button>
        <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
        <button type="primary" onTap="offBLEConnectionStateChanged">Un-
listens to Bluetooth connection state</button>

    </view>
</view>
</view>
```

copy

```
// .js
Page({
  data: {
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
    serid: 'FEE7',
```

```
notifyId: '36F6',
writeId: '36F5',
charid: '',
alldev: [{ deviceId: '' }],
},

//Obtain the Bluetooth state
openBluetoothAdapter() {
    my.openBluetoothAdapter({
        success: res => {
            if (!res.isSupportBLE) {
                my.alert({ content: 'Sorry, your mobile Bluetooth is unavailable temporarily' });
                return;
            }
            my.alert({ content: 'Succeeded to initialize!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
closeBluetoothAdapter() {
    my.closeBluetoothAdapter({
        success: () => {
            my.alert({ content: 'Bluetooth closed!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
getBluetoothAdapterState() {
    my.getBluetoothAdapterState({
        success: res => {
            if (!res.available) {
                my.alert({ content: 'Sorry, your mobile Bluetooth is unavailable temporarily' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Scan the Bluetooth device
startBluetoothDevicesDiscovery() {
    my.startBluetoothDevicesDiscovery({
```

```
allowDuplicatesKey: false,
success: () => {
    my.onBluetoothDeviceFound({
        success: res => {

            // my.alert({content:'Listens to new
device'+JSON.stringify(res)});
            var deviceArray = res.devices;
            for (var i = deviceArray.length - 1; i >= 0; i--) {
                var deviceObj = deviceArray[i];

                    //Pair the target device with the device name or
broadcast data, and then record the device ID for later use.
                if (deviceObj.name == this.data.name) {
                    my.alert({ content: 'Target device is found' });
                    my.offBluetoothDeviceFound();
                    this.setData({
                        deviceId: deviceObj.deviceId,
                    });
                    break;
                }
            },
            fail: error => {
                my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
            },
        });
    },
    fail: error => {
        my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
    },
});
};

//Stop scanning
stopBluetoothDevicesDiscovery() {
    my.stopBluetoothDevicesDiscovery({
        success: res => {
            my.offBluetoothDeviceFound();
            my.alert({ content: 'Succeeded!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
};

//Obtain the connected device
getConnectedBluetoothDevices() {
```

```
my.getConnectedBluetoothDevices({
  success: res => {
    if (res.devices.length === 0) {
      my.alert({ content: 'No connecting devices!' });
      return;
    }
    my.alert({ content: JSON.stringify(res) });
    devid = res.devices[0].deviceId;
  },
  fail: error => {
    my.alert({ content: JSON.stringify(error) });
  },
});

//Obtain all searched devices
getBluetoothDevices() {
  my.getBluetoothDevices({
    success: res => {
      my.alert({ content: JSON.stringify(res) });
    },
    fail: error => {
      my.alert({ content: JSON.stringify(error) });
    },
  });
}

bindKeyInput(e) {
  this.setData({
    devid: e.detail.value,
  });
}

//Connect the device
connectBLEDevice() {
  my.connectBLEDevice({
    deviceId: this.data.devid,
    success: res => {
      my.alert({ content: 'Succeeded to connect!' });
    },
    fail: error => {
      my.alert({ content: JSON.stringify(error) });
    },
  });
}

//Disconnect the device
disconnectBLEDevice() {
  my.disconnectBLEDevice({
    deviceId: this.data.devid,
    success: () => {

```

```
        my.alert({ content: 'Succeeded to disconnect!' });
    },
    fail: error => {
        my.alert({ content: JSON.stringify(error) });
    },
});
},
//Obtain the services of the connected device
getBLEDeviceServices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            my.getBLEDeviceServices({
                deviceId: this.data.devid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    this.setData({
                        serid: res.services[0].serviceId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
},
//Obtain the char ID of the connected device, read and write
characteristics are respectively screened out.
getBLEDeviceCharacteristics() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.getBLEDeviceCharacteristics({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });

                    //See the related document for more information of the
                }
            });
        }
    });
}
```

```
properties of the characteristics. Pair the characteristics according
to the properties and record the value for later use.

        this.setData({
            this.setData({
                this.setData({
                    charid: res.characteristics[0].characteristicId,
                });
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },
    //Read and write data
readBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.readBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,

                //1 Android reading service
                // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                },
                fail: error => {
                    my.alert({ content: 'Failed to read' +
JSON.stringify(error) });
                },
            });
        },
    });
}

writeBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
```

```
my.alert({ content: 'No connected devices' });
return;
}
this.setData({
  devid: res.devices[0].deviceId,
});

my.writeBLECharacteristicValue({
  deviceId: this.data.devid,
  serviceId: this.data.serid,
  characteristicId: this.data.charid,

  //Android writing service
  //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
  //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
  value: 'ABCD',
  success: res => {
    my.alert({ content: 'Succeeded to write data!' });
  },
  fail: error => {
    my.alert({ content: JSON.stringify(error) });
  },
});
},
});
},
notifyBLECharacteristicValueChange() {
  my.getConnectedBluetoothDevices({
    success: res => {
      if (res.devices.length === 0) {
        my.alert({ content: 'No connected devices' });
        return;
      }
      this.setData({
        devid: res.devices[0].deviceId,
      });

      my.notifyBLECharacteristicValueChange({
        state: true,
        deviceId: this.data.devid,
        serviceId: this.data.serid,
        characteristicId: this.data.notifyId,
        success: () => {

          //Listens on characteristic change events
          my.onBLECharacteristicValueChange({
            success: res => {

              // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)};
              my.alert({ content: 'Obtain the response data = ' +
```

```
res.value });
        },
    );
    my.alert({ content: 'Succeeded to listen' });
},
fail: error => {
    my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
},
});
},
);
},
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState'
},
onBluetoothAdapterStateChange() {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
    }
},
offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState'
},
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'
},
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
}
```

```

},
offBLEConnectionStateChanged() {

my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onUnload() {
    this.offBLEConnectionStateChanged();
    this.offBLECharacteristicValueChange();
    this.offBluetoothAdapterStateChange();
    this.closeBluetoothAdapter();
},
);
}
);

```

Parameters

||||| --- | --- | --- | **Property** | **Type** | **Description** || deviceId | String | The Bluetooth device ID. || connected | Boolean | The current state of the connection. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_ble_onblecharacteristicvaluechange

my.onBLEConnectionStateChanged {#myonbleconnectionstatechanged}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.onBLEConnectionStateChanged

2022-07-03 18:44

Use this API to listen to the Bluetooth Low Energy (BLE) connection error event, including device loss and unusual disconnections.

Instruction:

It is recommended that you call the `off` method and close event listening before you call the `on` method to listen events to prevent the situation where multiple listening event cause multiple callbacks of an event.

Note:

Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
```

```
.help-title {
    padding:10px;
    color:#FC0D1B;
}
```

copy

```
// .json
{
    "defaultTitle": "Bluetooth"
}
```

copy

```
<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>

        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
            found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
            devices connected</button>
            <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
        </view>

        <view class="page-section-title">Connect the device</view>
        <view class="page-section-demo">
```

```
<input class="input" onInput="bindKeyInput" type="{{text}}"  
placeholder="Enter the device ID of the device to connect">/</input>  
    <button type="primary" onTap="connectBLEDevice">Connect the  
device</button>  
    <button type="primary" onTap="getBLEDeviceServices">Obtain  
device services</button>  
    <button type="primary"  
onTap="getBLEDeviceCharacteristics">Obtain read and write  
characteristics</button>  
    <button type="primary" onTap="disconnectBLEDevice">Disconnect  
the device</button>  
  </view>  
  
  <view class="page-section-title">Read and write data</view>  
  <view class="page-section-demo">  
    <button type="primary"  
onTap="notifyBLECharacteristicValueChange">Listens to the  
characteristic data change</button>  
    <button type="primary" onTap="readBLECharacteristicValue">Read  
data</button>  
    <button type="primary"  
onTap="writeBLECharacteristicValue">Write data</button>  
    <button type="primary"  
onTap="offBLECharacteristicValueChange">Un-listens to characteristic  
value</button>  
  </view>  
  
  <view class="page-section-title">Other events</view>  
  <view class="page-section-demo">  
    <button type="primary"  
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth  
state</button>  
    <button type="primary"  
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth  
state</button>  
    <button type="primary"  
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection  
state</button>  
    <button type="primary" onTap="offBLEConnectionStateChanged">Un-  
listens to Bluetooth connection state</button>  
  </view>  
  </view>  
</view>
```

copy

```
// .js  
Page({  
  data: {  
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',  
    serid: 'FEE7',  
    notifyId: '36F6',
```

```
        writeId: '36F5',
        charid: '',
        alldev: [{ deviceId: '' }],
    },

    //Obtain the Bluetooth state
    openBluetoothAdapter() {
        my.openBluetoothAdapter({
            success: res => {
                if (!res.isSupportBLE) {
                    my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
                    return;
                }
                my.alert({ content: 'Succeeded to initialize!' });
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },
    closeBluetoothAdapter() {
        my.closeBluetoothAdapter({
            success: () => {
                my.alert({ content: 'Bluetooth closed!' });
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },
    getBluetoothAdapterState() {
        my.getBluetoothAdapterState({
            success: res => {
                if (!res.available) {
                    my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
                    return;
                }
                my.alert({ content: JSON.stringify(res) });
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },
    //Scan the Bluetooth device
    startBluetoothDevicesDiscovery() {
        my.startBluetoothDevicesDiscovery({
            allowDuplicatesKey: false,
```

```
success: () => {
    my.onBluetoothDeviceFound({
        success: res => {
            // my.alert({content:'Listens to new
device'+JSON.stringify(res)});
            var deviceArray = res.devices;
            for (var i = deviceArray.length - 1; i >= 0; i--) {
                var deviceObj = deviceArray[i];
                //Pair the target device with the device name or
broadcast data, and then record the device ID for later use.
                if (deviceObj.name == this.data.name) {
                    my.alert({ content: 'Target device is found' });
                    my.offBluetoothDeviceFound();
                    this.setData({
                        deviceId: deviceObj.deviceId,
                    });
                    break;
                }
            }
        },
        fail: error => {
            my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
        },
    });
},
fail: error => {
    my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
},
});
},
//Stop scanning
stopBluetoothDevicesDiscovery() {
    my.stopBluetoothDevicesDiscovery({
        success: res => {
            my.offBluetoothDeviceFound();
            my.alert({ content: 'Succeeded!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Obtain the connected device
getConnectedBluetoothDevices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
```

```
        my.alert({ content: 'No connecting devices!' });
        return;
    }
    my.alert({ content: JSON.stringify(res) });
    devid = res.devices[0].deviceId;
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
//Obtain all searched devices
getBluetoothDevices() {
    my.getBluetoothDevices({
        success: res => {
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
bindKeyInput(e) {
    this.setData({
        devid: e.detail.value,
    });
},
//Connect the device
connectBLEDevice() {
    my.connectBLEDevice({
        deviceId: this.data.devid,
        success: res => {
            my.alert({ content: 'Succeeded to connect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Disconnect the device
disconnectBLEDevice() {
    my.disconnectBLEDevice({
        deviceId: this.data.devid,
        success: () => {
            my.alert({ content: 'Succeeded to disconnect!' });
        },
        fail: error => {
```

```
        my.alert({ content: JSON.stringify(error) });
    },
});

//Obtain the services of the connected device
getBLEDeviceServices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            my.getBLEDeviceServices({
                deviceId: this.data.devid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    this.setData({
                        serid: res.services[0].serviceId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
}

//Obtain the char ID of the connected device, read and write
characteristics are respectively screened out.
getBLEDeviceCharacteristics() {
    my.getConnectedBluetoothDevices({
getBLEDeviceCharacteristics() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.getBLEDeviceCharacteristics({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    //See the related document for more information of the
                    properties of the characteristics. Pair the characteristics according
                    to the properties and record the value for later use.
                },
            });
        },
    });
}
```



```
        });

        my.writeBLECharacteristicValue({
            deviceId: this.data.devid,
            serviceId: this.data.serid,
            characteristicId: this.data.charid,
            //Android writing service
            //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
            //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
            value: 'ABCD',
            success: res => {
                my.alert({ content: 'Succeeded to write data!' });
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },
    notifyBLECharacteristicValueChange() {
        my.getConnectedBluetoothDevices({
            success: res => {
                if (res.devices.length === 0) {
                    my.alert({ content: 'No connected devices' });
                    return;
                }
                this.setData({
                    devid: res.devices[0].deviceId,
                });

                my.notifyBLECharacteristicValueChange({
                    state: true,
                    deviceId: this.data.devid,
                    serviceId: this.data.serid,
                    characteristicId: this.data.notifyId,
                    success: () => {
                        //Listens to characteristic change events
                        my.onBLECharacteristicValueChange({
                            success: res => {
                                // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
                                my.alert({ content: 'Obtain the response data = ' +
res.value });
                            },
                        });
                        my.alert({ content: 'Succeeded to listen' });
                    },
                    fail: error => {
                        my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
                    }
                });
            }
        });
    }
};
```

```
        },
        });
    },
    });
},
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
onBluetoothAdapterStateChange() {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
    }
},
offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {

my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
onUnload() {
    this.offBLEConnectionStateChanged();
    this.offBLECharacteristicValueChange();
}
```

```

        this.offBluetoothAdapterStateChange();
        this.closeBluetoothAdapter();
    },
});

```

Parameters

||||| --- | --- | --- || **Property** | **Type** | **Description** || deviceId | String | The Bluetooth device ID. || connected | Boolean | The current connection state. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_bluetooth_ble_onbleconnectionstatechanged

my.onBLEConnectionStateChanged {#myonbleconnectionstatechanged}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.onBLEConnectionStateChanged

2021-05-09 18:43

Use this API to listen to the Bluetooth Low Energy (BLE) connection error event, including device loss and unusual disconnections.

Instruction:

It is recommended that you call the `off` method and close event listening before you call the `on` method to listen events to prevent the situation where multiple listening event cause multiple callbacks of an event.

Note:

Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```

/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}

```

```
}

.help-title {
  padding:10px;
  color:#FC0D1B;
}

copy

// .json
{
  "defaultTitle": "Bluetooth"
}

copy

<!-- .axml-->
<view class="page">
  <view class="page-description">Bluetooth API</view>
  <view class="page-section">
    <view class="page-section-title">The Bluetooth state</view>
    <view class="page-section-demo">
      <button type="primary" onTap="openBluetoothAdapter">Initialize
      Bluetooth</button>
      <button type="primary" onTap="closeBluetoothAdapter">Close
      Bluetooth</button>
      <button type="primary" onTap="getBluetoothAdapterState">Obtain
      Bluetooth state</button>
    </view>

    <view class="page-section-title">Scan the Bluetooth device</view>
    <view class="page-section-demo">
      <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
      <button type="primary" onTap="getBluetoothDevices">All devices
found</button>
      <button type="primary" onTap="getConnectedBluetoothDevices">All
devices connected</button>
      <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
    </view>

    <view class="page-section-title">Connect the device</view>
    <view class="page-section-demo">
      <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
      <button type="primary" onTap="connectBLEDevice">Connect the
device</button>
      <button type="primary" onTap="getBLEDeviceServices">Obtain
device services</button>
      <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
    </view>
  </view>
</view>
```

```
characteristics</button>
    <button type="primary" onTap="disconnectBLEDevice">Disconnect
the device</button>
</view>

    <view class="page-section-title">Read and write data</view>
    <view class="page-section-demo">
        <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
        <button type="primary" onTap="readBLECharacteristicValue">Read
data</button>
        <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
        <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic
value</button>
    </view>

    <view class="page-section-title">Other events</view>
    <view class="page-section-demo">
        <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
        <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth
state</button>
        <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
        <button type="primary" onTap="offBLEConnectionStateChanged">Un-
listens to Bluetooth connection state</button>
    </view>
    </view>
</view>
```

copy

```
// .js
Page({
  data: {
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
    serid: 'FEE7',
    notifyId: '36F6',
    writeId: '36F5',
    charid: '',
    alldev: [{ deviceId: '' }],
  },
  //Obtain the Bluetooth state
  openBluetoothAdapter() {
    my.openBluetoothAdapter({
```

```
success: res => {
    if (!res.isSupportBLE) {
        my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
        return;
    }
    my.alert({ content: 'Succeeded to initialize!' });
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
closeBluetoothAdapter() {
my.closeBluetoothAdapter({
success: () => {
    my.alert({ content: 'Bluetooth closed!' });
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
getBluetoothAdapterState() {
my.getBluetoothAdapterState({
success: res => {
    if (!res.available) {
        my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
        return;
    }
    my.alert({ content: JSON.stringify(res) });
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
//Scan the Bluetooth device
startBluetoothDevicesDiscovery() {
my.startBluetoothDevicesDiscovery({
allowDuplicatesKey: false,
success: () => {
    my.onBluetoothDeviceFound({
success: res => {
    // my.alert({content:'Listens to new
device'+JSON.stringify(res)});
    var deviceArray = res.devices;
    for (var i = deviceArray.length - 1; i >= 0; i--) {
        var deviceObj = deviceArray[i];
    }
}
});
```

```
//Pair the target device with the device name or
broadcast data, and then record the device ID for later use.
    if (deviceObj.name == this.data.name) {
        my.alert({ content: 'Target device is found' });
        my.offBluetoothDeviceFound();
        this.setData({
            deviceId: deviceObj.deviceId,
        });
        break;
    }
},
fail: error => {
    my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
},
);
},
fail: error => {
    my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
},
);
},
//Stop scanning
stopBluetoothDevicesDiscovery() {
    my.stopBluetoothDevicesDiscovery({
        success: res => {
            my.offBluetoothDeviceFound();
            my.alert({ content: 'Succeeded!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    );
},
//Obtain the connected device
getConnectedBluetoothDevices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connecting devices!' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
            devid = res.devices[0].deviceId;
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        }
    });
}
```

```
,  
});  
,  
  
//Obtain all searched devices  
getBluetoothDevices() {  
    my.getBluetoothDevices({  
        success: res => {  
            my.alert({ content: JSON.stringify(res) });  
        },  
        fail: error => {  
            my.alert({ content: JSON.stringify(error) });  
        },  
    });  
,  
  
bindKeyInput(e) {  
    this.setData({  
        devid: e.detail.value,  
    });  
,  
  
//Connect the device  
connectBLEDevice() {  
    my.connectBLEDevice({  
        deviceId: this.data.devid,  
        success: res => {  
            my.alert({ content: 'Succeeded to connect!' });  
        },  
        fail: error => {  
            my.alert({ content: JSON.stringify(error) });  
        },  
    });  
,  
  
//Disconnect the device  
disconnectBLEDevice() {  
    my.disconnectBLEDevice({  
        deviceId: this.data.devid,  
        success: () => {  
            my.alert({ content: 'Succeeded to disconnect!' });  
        },  
        fail: error => {  
            my.alert({ content: JSON.stringify(error) });  
        },  
    });  
,  
  
//Obtain the services of the connected device  
getBLEDeviceServices() {  
    my.getConnectedBluetoothDevices({
```

```
success: res => {
    if (res.devices.length === 0) {
        my.alert({ content: 'No connected devices' });
        return;
    }
    my.getBLEDeviceServices({
        deviceId: this.data.devid,
        success: res => {
            my.alert({ content: JSON.stringify(res) });
            this.setData({
                serid: res.services[0].serviceId,
            });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Obtain the char ID of the connected device, read and write
characteristics are respectively screened out.
getBLEDeviceCharacteristics() {
    my.getConnectedBluetoothDevices({
getBLEDeviceCharacteristics() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.getBLEDeviceCharacteristics({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    //See the related document for more information of the
properties of the characteristics. Pair the characteristics according
to the properties and record the value for later use.
                    this.setData({
                        charid: res.characteristics[0].characteristicId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        };
    });
}
```

```
        },
    });
},
//Read and write data
readBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.readBLECharacteristicValue({
                deviceId: this.data.devId,
                serviceId: this.data.serId,
                characteristicId: this.data.notifyId,
                //1 Android reading service
                // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                },
                fail: error => {
                    my.alert({ content: 'Failed to read' +
JSON.stringify(error) });
                },
            });
        },
    });
},
writeBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });

            my.writeBLECharacteristicValue({
                deviceId: this.data.devId,
                serviceId: this.data.serId,
                characteristicId: this.data.charId,
                //Android writing service
                //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
            });
        },
    });
}
```

```
//characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
value: 'ABCD',
success: res => {
    my.alert({ content: 'Succeeded to write data!' });
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
);
},
notifyBLECharacteristicValueChange() {
my.getConnectedBluetoothDevices({
success: res => {
if (res.devices.length === 0) {
my.alert({ content: 'No connected devices' });
return;
}
this.setData({
devid: res.devices[0].deviceId,
});
my.notifyBLECharacteristicValueChange({
state: true,
deviceId: this.data.devid,
serviceId: this.data.serid,
characteristicId: this.data.notifyId,
success: () => {
//Listens to characteristic change events
my.onBLECharacteristicValueChange({
success: res => {
// my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
my.alert({ content: 'Obtain the response data = ' +
res.value });
},
});
my.alert({ content: 'Succeeded to listen' });
},
fail: error => {
my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
},
});
},
);
},
offBLECharacteristicValueChange() {
my.offBLECharacteristicValueChange();
},
```

```
//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState'
),
onBluetoothAdapterStateChange() {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
    }
},
offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState'
),
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'
),
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {

my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'
),
onUnload() {
    this.offBLEConnectionStateChanged();
    this.offBLECharacteristicValueChange();
    this.offBluetoothAdapterStateChange();
    this.closeBluetoothAdapter();
},
});
}
```

Parameters

Property	Type	Description
deviceID	String	The Bluetooth device ID.
connected	Boolean	The current connection state.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_ble_onbleconnectionstatechanged

my.onBluetoothAdapterStateChange {#myonbluetoothadapterstatechange}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.onBluetoothAdapterStateChange

2022-07-03 18:44

Use this API to monitor the bluetooth adapter state changes.

Note:

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
/* .acss */
.help-info {
  padding:10px;
  color:#000000;
}
.help-title {
  padding:10px;
  color:#FC0D1B;
}
```

copy

```
// .json
{
  "defaultTitle": "Bluetooth"
}
```

copy

```
<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
            found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
            devices connected</button>
            <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
        </view>
        <view class="page-section-title">Connect the device</view>
        <view class="page-section-demo">
            <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
            <button type="primary" onTap="connectBLEDevice">Connect the
            device</button>
            <button type="primary" onTap="getBLEDeviceServices">Obtain
            device services</button>
            <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
            characteristics</button>
            <button type="primary" onTap="disconnectBLEDevice">Disconnect
            the device</button>
        </view>
        <view class="page-section-title">Read and write data</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
            characteristic data change</button>
            <button type="primary" onTap="readBLECharacteristicValue">Read
            data</button>
            <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
            <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic
            data change</button>
        </view>
    </view>
</view>
```

```
value</button>
    </view>
    <view class="page-section-title">Other events</view>
    <view class="page-section-demo">
        <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
        <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth
state</button>
        <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
        <button type="primary" onTap="offBLEConnectionStateChanged">Un-
listens to Bluetooth connection state</button>

    </view>
</view>
</view>
```

copy

```
// .js
Page({
  data: {
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
    serid: 'FEE7',
    notifyId: '36F6',
    writeId: '36F5',
    charid: '',
    alldev: [{ deviceId: '' }],
  },
  //Obtain the Bluetooth state
  openBluetoothAdapter() {
    my.openBluetoothAdapter({
      success: res => {
        if (!res.isSupportBLE) {
          my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
          return;
        }
        my.alert({ content: 'Succeeded to initialize!' });
      },
      fail: error => {
        my.alert({ content: JSON.stringify(error) });
      },
    });
  },
  closeBluetoothAdapter() {
    my.closeBluetoothAdapter({
      success: () => {

```

```
        my.alert({ content: 'Bluetooth closed!' });
    },
    fail: error => {
        my.alert({ content: JSON.stringify(error) });
    },
});
},
getBluetoothAdapterState() {
    my.getBluetoothAdapterState({
        success: res => {
            if (!res.available) {
                my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Scan the Bluetooth device
startBluetoothDevicesDiscovery() {
    my.startBluetoothDevicesDiscovery({
        allowDuplicatesKey: false,
        success: () => {
            my.onBluetoothDeviceFound({
                success: res => {
                    // my.alert({content:'Listens to new
device'+JSON.stringify(res)});
                    var deviceArray = res.devices;
                    for (var i = deviceArray.length - 1; i >= 0; i--) {
                        var deviceObj = deviceArray[i];
                        //Pair the target device with the device name or
broadcast data, and then record the device ID for later use.
                        if (deviceObj.name == this.data.name) {
                            my.alert({ content: 'Target device is found' });
                            my.offBluetoothDeviceFound();
                            this.setData({
                                deviceId: deviceObj.deviceId,
                            });
                            break;
                        }
                    }
                },
                fail: error => {
                    my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
                },
            });
        }
    });
}
```

```
        });
    },
    fail: error => {
      my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
    },
  );
},
//Stop scanning
stopBluetoothDevicesDiscovery() {
  my.stopBluetoothDevicesDiscovery({
    success: res => {
      my.offBluetoothDeviceFound();
      my.alert({ content: 'Succeeded!' });
    },
    fail: error => {
      my.alert({ content: JSON.stringify(error) });
    },
  );
},
//Obtain the connected device
getConnectedBluetoothDevices() {
  my.getConnectedBluetoothDevices({
    success: res => {
      if (res.devices.length === 0) {
        my.alert({ content: 'No connecting devices!' });
        return;
      }
      my.alert({ content: JSON.stringify(res) });
      devid = res.devices[0].deviceId;
    },
    fail: error => {
      my.alert({ content: JSON.stringify(error) });
    },
  );
},
//Obtain all searched devices
getBluetoothDevices() {
  my.getBluetoothDevices({
    success: res => {
      my.alert({ content: JSON.stringify(res) });
    },
    fail: error => {
      my.alert({ content: JSON.stringify(error) });
    },
  );
},
bindKeyInput(e) {
```

```
this.setData({
  devid: e.detail.value,
});
},

//Connect the device
connectBLEDevice() {
  my.connectBLEDevice({
    deviceId: this.data.devid,
    success: res => {
      my.alert({ content: 'Succeeded to connect!' });
    },
    fail: error => {
      my.alert({ content: JSON.stringify(error) });
    },
  });
},

//Disconnect the device
disconnectBLEDevice() {
  my.disconnectBLEDevice({
    deviceId: this.data.devid,
    success: () => {
      my.alert({ content: 'Succeeded to disconnect!' });
    },
    fail: error => {
      my.alert({ content: JSON.stringify(error) });
    },
  });
},

//Obtain the services of the connected device
getBLEDeviceServices() {
  my.getConnectedBluetoothDevices({
    success: res => {
      if (res.devices.length === 0) {
        my.alert({ content: 'No connected devices' });
        return;
      }
      my.getBLEDeviceServices({
        deviceId: this.data.devid,
        success: res => {
          my.alert({ content: JSON.stringify(res) });
          this.setData({
            serid: res.services[0].serviceId,
          });
        },
        fail: error => {
          my.alert({ content: JSON.stringify(error) });
        },
      });
    },
  });
},
```

```
        },
    });
},
//Obtain the char ID of the connected device, read and write
characteristics are respectively screened out.
getBLEDeviceCharacteristics() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.getBLEDeviceCharacteristics({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    //See the related document for more information of the
                    properties of the characteristics. Pair the characteristics according
                    to the properties and record the value for later use.
                    this.setData({
                        charid: res.characteristics[0].characteristicId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
},
//Read and write data
readBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.readBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
```

```
//1 Android reading service
// serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
// characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
success: res => {
    my.alert({ content: JSON.stringify(res) });
},
fail: error => {
    my.alert({ content: 'Failed to read' +
JSON.stringify(error) });
},
});
},
);
},
writeBLECharacteristicValue() {
my.getConnectedBluetoothDevices({
success: res => {
if (res.devices.length === 0) {
my.alert({ content: 'No connected devices' });
return;
}
this.setData({
devid: res.devices[0].deviceId,
});
my.writeBLECharacteristicValue({
deviceId: this.data.devid,
serviceId: this.data.serid,
characteristicId: this.data.charid,
//Android writing service
//serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
//characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
value: 'ABCD',
success: res => {
my.alert({ content: 'Succeeded to write data!' });
},
fail: error => {
my.alert({ content: JSON.stringify(error) });
},
});
},
});
},
notifyBLECharacteristicValueChange() {
my.getConnectedBluetoothDevices({
success: res => {
if (res.devices.length === 0) {
my.alert({ content: 'No connected devices' });
return;
}
this.setData({
devid: res.devices[0].deviceId,
```

```
        });
        my.notifyBLECharacteristicValueChange({
            state: true,
            deviceId: this.data.devid,
            serviceId: this.data.serid,
            characteristicId: this.data.notifyId,
            success: () => {
                //Listens to characteristic change events
                my.onBLECharacteristicValueChange({
                    success: res => {
                        // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
                        my.alert({ content: 'Obtain the response data = ' +
res.value });
                    },
                });
                my.alert({ content: 'Succeeded to listen' });
            },
            fail: error => {
                my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
            },
        });
    },
    offBLECharacteristicValueChange() {
        my.offBLECharacteristicValueChange();
    },
}

//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState(
},
onBluetoothAdapterStateChange() {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
    }
},
offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState(
},
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
}
```

```

        return this[`bind${name}`];
    },
    BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {

my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onUnload() {
    this.offBLEConnectionStateChanged();
    this.offBLECharacteristicValueChange();
    this.offBluetoothAdapterStateChange();
    this.closeBluetoothAdapter();
},
);
}
);

```

Success Callback Function

The input parameters are displayed in the following table:

		Property	Type	Description
	---	--- ---	discovering	Boolean Indicates whether bluetooth device is being discovered.
	---	---	available	Boolean Indicates whether bluetooth is available (BLE should be supported and switched on).

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_bluetooth_onbluetoothadapterstatechange

my.onBluetoothAdapterStateChange {#myonbluetoothadapterstatechange}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.onBluetoothAdapterStateChange

2021-05-09 18:43

Use this API to monitor the bluetooth adapter state changes.

Note:

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
.help-title {
    padding:10px;
    color:#FC0D1B;
}
```

copy

```
// .json
{
    "defaultTitle": "Bluetooth"
}
```

copy

```
<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
            found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
```

```
devices connected</button>
    <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
</view>
<view class="page-section-title">Connect the device</view>
<view class="page-section-demo">
    <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
    <button type="primary" onTap="connectBLEDevice">Connect the
device</button>
    <button type="primary" onTap="getBLEDeviceServices">Obtain
device services</button>
    <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
characteristics</button>
    <button type="primary" onTap="disconnectBLEDevice">Disconnect
the device</button>
</view>
<view class="page-section-title">Read and write data</view>
<view class="page-section-demo">
    <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
    <button type="primary" onTap="readBLECharacteristicValue">Read
data</button>
    <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
    <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic
value</button>
</view>
<view class="page-section-title">Other events</view>
<view class="page-section-demo">
    <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
    <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth
state</button>
    <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
    <button type="primary" onTap="offBLEConnectionStateChanged">Un-
listens to Bluetooth connection state</button>

</view>
</view>
</view>
```

copy

```
// .js
Page({
  data: {
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
    serid: 'FEE7',
    notifyId: '36F6',
    writeId: '36F5',
    charid: '',
    alldev: [{ deviceId: '' }],
  },
  //Obtain the Bluetooth state
  openBluetoothAdapter() {
    my.openBluetoothAdapter({
      success: res => {
        if (!res.isSupportBLE) {
          my.alert({ content: 'Sorry, your mobile Bluetooth is unavailable temporarily' });
          return;
        }
        my.alert({ content: 'Succeeded to initialize!' });
      },
      fail: error => {
        my.alert({ content: JSON.stringify(error) });
      },
    });
  },
  closeBluetoothAdapter() {
    my.closeBluetoothAdapter({
      success: () => {
        my.alert({ content: 'Bluetooth closed!' });
      },
      fail: error => {
        my.alert({ content: JSON.stringify(error) });
      },
    });
  },
  getBluetoothAdapterState() {
    my.getBluetoothAdapterState({
      success: res => {
        if (!res.available) {
          my.alert({ content: 'Sorry, your mobile Bluetooth is unavailable temporarily' });
          return;
        }
        my.alert({ content: JSON.stringify(res) });
      },
      fail: error => {
        my.alert({ content: JSON.stringify(error) });
      },
    });
  },
});
```

```
},  
  
    //Scan the Bluetooth device  
    startBluetoothDevicesDiscovery() {  
        my.startBluetoothDevicesDiscovery({  
            allowDuplicatesKey: false,  
            success: () => {  
                my.onBluetoothDeviceFound({  
                    success: res => {  
                        // my.alert({content:'Listens to new  
device'+JSON.stringify(res)});  
                        var deviceArray = res.devices;  
                        for (var i = deviceArray.length - 1; i >= 0; i--) {  
                            var deviceObj = deviceArray[i];  
                            //Pair the target device with the device name or  
broadcast data, and then record the device ID for later use.  
                            if (deviceObj.name == this.data.name) {  
                                my.alert({ content: 'Target device is found' });  
                                my.offBluetoothDeviceFound();  
                                this.setData({  
                                    deviceId: deviceObj.deviceId,  
                                });  
                                break;  
                            }  
                        }  
                    },  
                    fail: error => {  
                        my.alert({ content: 'Failed to listen to new device' +  
JSON.stringify(error) });  
                    },  
                });  
            },  
            fail: error => {  
                my.alert({ content: 'Failed to start scanning' +  
JSON.stringify(error) });  
            },  
        });  
    },  
  
    //Stop scanning  
    stopBluetoothDevicesDiscovery() {  
        my.stopBluetoothDevicesDiscovery({  
            success: res => {  
                my.offBluetoothDeviceFound();  
                my.alert({ content: 'Succeeded!' });  
            },  
            fail: error => {  
                my.alert({ content: JSON.stringify(error) });  
            },  
        });  
    },
```

```
//Obtain the connected device
getConnectedBluetoothDevices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connecting devices!' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
            devid = res.devices[0].deviceId;
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},

//Obtain all searched devices
getBluetoothDevices() {
    my.getBluetoothDevices({
        success: res => {
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
bindKeyInput(e) {
    this.setData({
        devid: e.detail.value,
    });
},

//Connect the device
connectBLEDevice() {
    my.connectBLEDevice({
        deviceId: this.data.devid,
        success: res => {
            my.alert({ content: 'Succeeded to connect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Disconnect the device
disconnectBLEDevice() {
    my.disconnectBLEDevice({
```

```
deviceId: this.data.devid,
success: () => {
    my.alert({ content: 'Succeeded to disconnect!' });
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},

//Obtain the services of the connected device
getBLEDeviceServices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            my.getBLEDeviceServices({
                deviceId: this.data.devid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    this.setData({
                        serid: res.services[0].serviceId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
}

//Obtain the char ID of the connected device, read and write
characteristics are respectively screened out.
getBLEDeviceCharacteristics() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.getBLEDeviceCharacteristics({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                }
            });
        }
    });
}
```

```

        //See the related document for more information of the
properties of the characteristics. Pair the characteristics according
to the properties and record the value for later use.
        this.setData({
            charid: res.characteristics[0].characteristicId,
        });
    },
    fail: error => {
        my.alert({ content: JSON.stringify(error) });
    },
});
},
}),
},
//Read and write data
readBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.readBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                //1 Android reading service
                // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                },
                fail: error => {
                    my.alert({ content: 'Failed to read' +
JSON.stringify(error) });
                },
            });
        },
    });
},
writeBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
        }
    });
}

```

```
this.setData({
    devid: res.devices[0].deviceId,
});
my.writeBLECharacteristicValue({
    deviceId: this.data.devId,
    serviceId: this.data.serId,
    characteristicId: this.data.charId,
    //Android writing service
    //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
    //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
    value: 'ABCD',
    success: res => {
        my.alert({ content: 'Succeeded to write data!' });
    },
    fail: error => {
        my.alert({ content: JSON.stringify(error) });
    },
});
},
);
},
notifyBLECharacteristicValueChange() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.notifyBLECharacteristicValueChange({
                state: true,
                deviceId: this.data.devId,
                serviceId: this.data.serId,
                characteristicId: this.data.notifyId,
                success: () => {
                    //Listens to characteristic change events
                    my.onBLECharacteristicValueChange({
                        success: res => {
                            // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
                            my.alert({ content: 'Obtain the response data = ' +
res.value });
                        },
                    });
                    my.alert({ content: 'Succeeded to listen' });
                },
                fail: error => {
                    my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
                }
            });
        }
    });
}
```

```
        },
        });
    },
    });
},
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
onBluetoothAdapterStateChange() {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
    }
},
offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {

my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
onUnload() {
    this.offBLEConnectionStateChanged();
    this.offBLECharacteristicValueChange();
}
```

```

        this.offBluetoothAdapterStateChange();
        this.closeBluetoothAdapter();
    },
});

```

Success Callback Function

The input parameters are displayed in the following table:

Property	Type	Description
discovering	Boolean	Indicates whether bluetooth device is being discovered.
available	Boolean	Indicates whether bluetooth is available (BLE should be supported and switched on).

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_bluetooth_onbluetoothadapterstatechange

my.onBluetoothDeviceFound {#myonbluetoothdevicefound}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.onBluetoothDeviceFound

2021-05-09 18:43

Use this API when a new Bluetooth device is found.

Instructions:

- You may not get the `advertisData` and `RSSI` in the emulator. Please debug in the guest.
- For Integrated Development Environment (IDE) and Android devices, the device ID is the MAC address of the device; for iOS devie, the device ID is the UUID of the device. Therefore, do not hard code the device ID. You need to process the device ID on different platforms; iOS devices can be dynamically matched based on properties such as `localName`, `advertisData`, and `manufacturerData`.
- If the API `my.onBluetoothDeviceFound` callback contains a bluetooth device, the device is added to the array obtained by the API [my.getBluetoothDevices](#) .

Note:

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
.help-title {
    padding:10px;
    color:#FC0D1B;
}
```

copy

```
// .json
{
    "defaultTitle": "Bluetooth"
}
```

copy

```
<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
            found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
            devices connected</button>
            <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
        </view>
        <view class="page-section-title">Connect the device</view>
        <view class="page-section-demo">
            <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
            <button type="primary" onTap="connectBLEDevice">Connect the
            device</button>
        </view>
    </view>
</view>
```

```
device</button>
    <button type="primary" onTap="getBLEDeviceServices">Obtain
device services</button>
    <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
characteristics</button>
    <button type="primary" onTap="disconnectBLEDevice">Disconnect
the device</button>
</view>
<view class="page-section-title">Read and write data</view>
<view class="page-section-demo">
    <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
    <button type="primary" onTap="readBLECharacteristicValue">Read
data</button>
    <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
    <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic
value</button>
</view>
<view class="page-section-title">Other events</view>
<view class="page-section-demo">
    <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
    <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth
state</button>
    <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
    <button type="primary" onTap="offBLEConnectionStateChanged">Un-
listens to Bluetooth connection state</button>
```

```
</view>
</view>
</view>
```

copy

```
// .js
Page({
  data: {
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
    serid: 'FEE7',
    notifyId: '36F6',
    writeId: '36F5',
    charid: '',
    alldev: [{ deviceId: '' }],
  },
},
```

```
//Obtain the Bluetooth state
openBluetoothAdapter() {
    my.openBluetoothAdapter({
        success: res => {
            if (!res.isSupportBLE) {
                my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
                return;
            }
            my.alert({ content: 'Succeeded to initialize!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
closeBluetoothAdapter() {
    my.closeBluetoothAdapter({
        success: () => {
            my.alert({ content: 'Bluetooth closed!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
getBluetoothAdapterState() {
    my.getBluetoothAdapterState({
        success: res => {
            if (!res.available) {
                my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Scan the Bluetooth device
startBluetoothDevicesDiscovery() {
    my.startBluetoothDevicesDiscovery({
        allowDuplicatesKey: false,
        success: () => {
            my.onBluetoothDeviceFound({
                success: res => {
                    // my.alert({content:'Listens to new

```

```
device'+JSON.stringify(res));
    var deviceArray = res.devices;
    for (var i = deviceArray.length - 1; i >= 0; i--) {
        var deviceObj = deviceArray[i];
        //Pair the target device with the device name or
broadcast data, and then record the device ID for later use.
        if (deviceObj.name == this.data.name) {
            my.alert({ content: 'Target device is found' });
            my.offBluetoothDeviceFound();
            this.setData({
                deviceId: deviceObj.deviceId,
            });
            break;
        }
    },
    fail: error => {
    my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
},
});
},
fail: error => {
my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
},
});
},
//Stop scanning
stopBluetoothDevicesDiscovery() {
my.stopBluetoothDevicesDiscovery({
success: res => {
    my.offBluetoothDeviceFound();
    my.alert({ content: 'Succeeded!' });
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
//Obtain the connected device
getConnectedBluetoothDevices() {
my.getConnectedBluetoothDevices({
success: res => {
    if (res.devices.length === 0) {
        my.alert({ content: 'No connecting devices!' });
        return;
    }
    my.alert({ content: JSON.stringify(res) });
}
});
```

```
        devid = res.devices[0].deviceId;
    },
    fail: error => {
        my.alert({ content: JSON.stringify(error) });
    },
});
},
//Obtain all searched devices
getBluetoothDevices() {
    my.getBluetoothDevices({
        success: res => {
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
bindKeyInput(e) {
    this.setData({
        devid: e.detail.value,
    });
},
//Connect the device
connectBLEDevice() {
    my.connectBLEDevice({
        deviceId: this.data.devid,
        success: res => {
            my.alert({ content: 'Succeeded to connect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Disconnect the device
disconnectBLEDevice() {
    my.disconnectBLEDevice({
        deviceId: this.data.devid,
        success: () => {
            my.alert({ content: 'Succeeded to disconnect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
```

```
//Obtain the services of the connected device
getBLEDeviceServices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            my.getBLEDeviceServices({
                deviceId: this.data.devid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    this.setData({
                        serid: res.services[0].serviceId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
}

//Obtain the char ID of the connected device, read and write
characteristics are respectively screened out.
getBLEDeviceCharacteristics() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.getBLEDeviceCharacteristics({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    //See the related document for more information of the
                    properties of the characteristics. Pair the characteristics according
                    to the properties and record the value for later use.
                    this.setData({
                        charid: res.characteristics[0].characteristicId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
}
```

```
        });
    },
});

//Read and write data
readBLECharacteristicValue() {
  my.getConnectedBluetoothDevices({
    success: res => {
      if (res.devices.length === 0) {
        my.alert({ content: 'No connected devices' });
        return;
      }
      this.setData({
        devid: res.devices[0].deviceId,
      });
      my.readBLECharacteristicValue({
        deviceId: this.data.devid,
        serviceId: this.data.serid,
        characteristicId: this.data.notifyId,
        //1 Android reading service
        // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
        // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
        success: res => {
          my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
          my.alert({ content: 'Failed to read' +
            JSON.stringify(error) });
        },
      });
    },
  });
}

writeBLECharacteristicValue() {
  my.getConnectedBluetoothDevices({
    success: res => {
      if (res.devices.length === 0) {
        my.alert({ content: 'No connected devices' });
        return;
      }
      this.setData({
        devid: res.devices[0].deviceId,
      });
      my.writeBLECharacteristicValue({
        deviceId: this.data.devid,
        serviceId: this.data.serid,
        characteristicId: this.data.charid,
        //Android writing service
        //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
        //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
      });
    },
  });
}
```

```
        value: 'ABCD',
        success: res => {
            my.alert({ content: 'Succeeded to write data!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    );
},
});

},
notifyBLECharacteristicValueChange() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.notifyBLECharacteristicValueChange({
                state: true,
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                success: () => {
                    //Listens to characteristic change events
                    my.onBLECharacteristicValueChange({
                        success: res => {
                            // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
                            my.alert({ content: 'Obtain the response data = ' +
res.value });
                        },
                    });
                    my.alert({ content: 'Succeeded to listen' });
                },
                fail: error => {
                    my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
                },
            });
        },
    });
},
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
//Other events
```

```
bluetoothAdapterStateChange() {  
  
my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));  
},  
onBluetoothAdapterStateChange() {  
    if (res.error) {  
        my.alert({ content: JSON.stringify(error) });  
    } else {  
        my.alert({ content: 'Changes of the Bluetooth state ' +  
JSON.stringify(res) });  
    }  
},  
offBluetoothAdapterStateChange() {  
  
my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));  
},  
getBind(name) {  
    if (!this[`bind${name}`]) {  
        this[`bind${name}`] = this[name].bind(this);  
    }  
    return this[`bind${name}`];  
},  
BLEConnectionStateChanged() {  
  
my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));  
},  
onBLEConnectionStateChanged(res) {  
    if (res.error) {  
        my.alert({ content: JSON.stringify(error) });  
    } else {  
        my.alert({ content: 'Changes of connection state ' +  
JSON.stringify(res) });  
    }  
},  
offBLEConnectionStateChanged() {  
  
my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));  
},  
onUnload() {  
    this.offBLEConnectionStateChanged();  
    this.offBLECharacteristicValueChange();  
    this.offBluetoothAdapterStateChange();  
    this.closeBluetoothAdapter();  
},  
});
```

Success Callback Function

The input parameters are displayed in the following table:

||||| --- | --- | --- || **Property** | **Type** | **Description** || devices | Array | A list of all the devices that are newly discovered. |

Device Object

||||| --- | --- | --- || **Property** | **Type** | **Description** || name | String | Name of the bluetooth device.(For some devices, there's no name.) || deviceName (Compatible with initial version) | String | Name of the bluetooth device. || localName | String | Name of the local device. || deviceId | String | Device ID. || RSSI | Number | Received Signal Strength Indicator. || advertisData | Hex String | Advertisement data of the device. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_bluetooth_onbluetoothdevicefound

my.onBluetoothDeviceFound {#myonbluetoothdevicefound}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.onBluetoothDeviceFound

2022-07-03 18:44

Use this API when a new Bluetooth device is found.

Instructions:

- You may not get the advertisData and RSSI in the emulator. Please debug in the guest.
- For Integrated Development Environment (IDE) and Android devices, the device ID is the MAC address of the device; for iOS devie, the device ID is the UUID of the device. Therefore, do not hard code the device ID. You need to process the device ID on different platforms; iOS devices can be dynamically matched based on properties such as localName, advertisData, and manufacturerData.
- If the API my.onBluetoothDeviceFound callback contains a bluetooth device, the device is added to the array obtained by the API [my.getBluetoothDevices](#) .

Note:

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
.help-title {
    padding:10px;
    color:#FC0D1B;
}
```

copy

```
// .json
{
    "defaultTitle": "Bluetooth"
}
```

copy

```
<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
            found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
            devices connected</button>
            <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
        </view>
        <view class="page-section-title">Connect the device</view>
        <view class="page-section-demo">
            <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
            <button type="primary" onTap="connectBLEDevice">Connect the
            device</button>
        </view>
    </view>
</view>
```

```
device</button>
    <button type="primary" onTap="getBLEDeviceServices">Obtain
device services</button>
    <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
characteristics</button>
    <button type="primary" onTap="disconnectBLEDevice">Disconnect
the device</button>
</view>
<view class="page-section-title">Read and write data</view>
<view class="page-section-demo">
    <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
    <button type="primary" onTap="readBLECharacteristicValue">Read
data</button>
    <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
    <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic
value</button>
</view>
<view class="page-section-title">Other events</view>
<view class="page-section-demo">
    <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
    <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth
state</button>
    <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
    <button type="primary" onTap="offBLEConnectionStateChanged">Un-
listens to Bluetooth connection state</button>
```

```
</view>
</view>
</view>
```

copy

```
// .js
Page({
  data: {
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
    serid: 'FEE7',
    notifyId: '36F6',
    writeId: '36F5',
    charid: '',
    alldev: [{ deviceId: '' }],
  },
},
```

```
//Obtain the Bluetooth state
openBluetoothAdapter() {
    my.openBluetoothAdapter({
        success: res => {
            if (!res.isSupportBLE) {
                my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
                return;
            }
            my.alert({ content: 'Succeeded to initialize!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
closeBluetoothAdapter() {
    my.closeBluetoothAdapter({
        success: () => {
            my.alert({ content: 'Bluetooth closed!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
getBluetoothAdapterState() {
    my.getBluetoothAdapterState({
        success: res => {
            if (!res.available) {
                my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Scan the Bluetooth device
startBluetoothDevicesDiscovery() {
    my.startBluetoothDevicesDiscovery({
        allowDuplicatesKey: false,
        success: () => {
            my.onBluetoothDeviceFound({
                success: res => {
                    // my.alert({content:'Listens to new

```

```
device'+JSON.stringify(res));
    var deviceArray = res.devices;
    for (var i = deviceArray.length - 1; i >= 0; i--) {
        var deviceObj = deviceArray[i];
        //Pair the target device with the device name or
broadcast data, and then record the device ID for later use.
        if (deviceObj.name == this.data.name) {
            my.alert({ content: 'Target device is found' });
            my.offBluetoothDeviceFound();
            this.setData({
                deviceId: deviceObj.deviceId,
            });
            break;
        }
    },
    fail: error => {
    my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
},
});
},
fail: error => {
my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
},
});
},
//Stop scanning
stopBluetoothDevicesDiscovery() {
my.stopBluetoothDevicesDiscovery({
success: res => {
    my.offBluetoothDeviceFound();
    my.alert({ content: 'Succeeded!' });
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
//Obtain the connected device
getConnectedBluetoothDevices() {
my.getConnectedBluetoothDevices({
success: res => {
    if (res.devices.length === 0) {
        my.alert({ content: 'No connecting devices!' });
        return;
    }
    my.alert({ content: JSON.stringify(res) });
}
});
```

```
        devid = res.devices[0].deviceId;
    },
    fail: error => {
        my.alert({ content: JSON.stringify(error) });
    },
});
},
//Obtain all searched devices
getBluetoothDevices() {
    my.getBluetoothDevices({
        success: res => {
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
bindKeyInput(e) {
    this.setData({
        devid: e.detail.value,
    });
},
//Connect the device
connectBLEDevice() {
    my.connectBLEDevice({
        deviceId: this.data.devid,
        success: res => {
            my.alert({ content: 'Succeeded to connect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Disconnect the device
disconnectBLEDevice() {
    my.disconnectBLEDevice({
        deviceId: this.data.devid,
        success: () => {
            my.alert({ content: 'Succeeded to disconnect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
```

```
//Obtain the services of the connected device
getBLEDeviceServices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            my.getBLEDeviceServices({
                deviceId: this.data.devid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    this.setData({
                        serid: res.services[0].serviceId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
}

//Obtain the char ID of the connected device, read and write
characteristics are respectively screened out.
getBLEDeviceCharacteristics() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.getBLEDeviceCharacteristics({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    //See the related document for more information of the
                    properties of the characteristics. Pair the characteristics according
                    to the properties and record the value for later use.
                    this.setData({
                        charid: res.characteristics[0].characteristicId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
}
```

```
        });
    },
});

//Read and write data
readBLECharacteristicValue() {
  my.getConnectedBluetoothDevices({
    success: res => {
      if (res.devices.length === 0) {
        my.alert({ content: 'No connected devices' });
        return;
      }
      this.setData({
        devid: res.devices[0].deviceId,
      });
      my.readBLECharacteristicValue({
        deviceId: this.data.devid,
        serviceId: this.data.serid,
        characteristicId: this.data.notifyId,
        //1 Android reading service
        // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
        // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
        success: res => {
          my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
          my.alert({ content: 'Failed to read' +
            JSON.stringify(error) });
        },
      });
    },
  });
}

writeBLECharacteristicValue() {
  my.getConnectedBluetoothDevices({
    success: res => {
      if (res.devices.length === 0) {
        my.alert({ content: 'No connected devices' });
        return;
      }
      this.setData({
        devid: res.devices[0].deviceId,
      });
      my.writeBLECharacteristicValue({
        deviceId: this.data.devid,
        serviceId: this.data.serid,
        characteristicId: this.data.charid,
        //Android writing service
        //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
        //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
      });
    },
  });
}
```

```
        value: 'ABCD',
        success: res => {
            my.alert({ content: 'Succeeded to write data!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    );
},
});

},
notifyBLECharacteristicValueChange() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.notifyBLECharacteristicValueChange({
                state: true,
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                success: () => {
                    //Listens to characteristic change events
                    my.onBLECharacteristicValueChange({
                        success: res => {
                            // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
                            my.alert({ content: 'Obtain the response data = ' +
res.value });
                        },
                    });
                    my.alert({ content: 'Succeeded to listen' });
                },
                fail: error => {
                    my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
                },
            });
        },
    });
},
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
//Other events
```

```
bluetoothAdapterStateChange() {
    my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
},
onBluetoothAdapterStateChange() {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
    }
},
offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
},
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {

my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onUnload() {
    this.offBLEConnectionStateChanged();
    this.offBLECharacteristicValueChange();
    this.offBluetoothAdapterStateChange();
    this.closeBluetoothAdapter();
},
}):
}
```

Success Callback Function

The input parameters are displayed in the following table:

||||| --- | --- | --- | **Property** | **Type** | **Description** || devices | Array | A list of all the devices that are newly discovered. |

Device Object

||||| --- | --- | --- | **Property** | **Type** | **Description** || name | String | Name of the bluetooth device.(For some devices, there's no name.) || deviceName (Compatible with initial version) | String | Name of the bluetooth device. || localName | String | Name of the local device. || deviceId | String | Device ID. || RSSI | Number | Received Signal Strength Indicator. || advertisData | Hex String | Advertisement data of the device. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_bluetooth_onbluetoothdevicefound

my.onCompassChange {#myoncompasschange}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.onCompassChange

2022-07-03 18:44

Use this API to listen to the compass data change event. After the interface call, listening is automatically started. The callback interval is 500ms. You can use [my.offCompassChange](#) to stop listening.

Sample Code

copy

```
my.onCompassChange(function (res) {
  console.log(res.direction);
})
```

Parameters

The property is a callback function which uses object properties with the following property:

||||| --- | --- | --- | **Property** | **Type** | **Description** || direction | Number | The degree of the direction that you are facing. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_compass_oncompasschange

my.onCompassChange {#myoncompasschange}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.onCompassChange

2021-05-09 18:43

Use this API to listen to the compass data change event. After the interface call, listening is automatically started. The callback interval is 500ms. You can use [my.offCompassChange](#) to stop listening.

Sample Code

copy

```
my.onCompassChange(function (res) {  
    console.log(res.direction);  
})
```

Parameters

The property is a callback function which uses object properties with the following property:

||||| --- | --- | --- || **Property** | **Type** | **Description** || direction | Number | The degree of the direction that you are facing. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_compass_oncompasschange

my.onError {#myonerror}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.onError

2022-07-03 18:44

Listen for the event that errors occur in the mini program. Currently only JS errors are supported. The triggered time and required parameters are the same with those of the [onError\(\) method](#).

Sample code

Sample for general errors:

copy

```
// .js
App({
  onLaunch() {
    // Type of error is String.
    my.onError(function(error) {
      // Errors occur when running the mini program.
      console.error(error);
    });
  }
})
```

Sample for JS errors:

copy

```
onShow: function() {

  // Errors occur when running the mini program.
  my.onError(function(error) {
    // Error message displayed on the page
    console.warn(error, '1212');
  });
}
```

Parameters

||||| --- | --- | --- || **Property** | **Type** | **Description** || callback | Function | The callback function for the event that JS errors occur in the mini program. |

Returned value

||||| --- | --- | --- || **Property** | **Type** | **Description** || error | String | Error message. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_event_onerror

my.onMemoryWarning {#myonmemorywarning}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.onMemoryWarning

2022-07-03 18:44

Use this API to listen to the insufficient memory alarm event.

For Android, two alarm levels exist:

- TRIM_MEMORY_RUNNING_LOW
- TRIM_MEMORY_RUNNING_CRITICAL

No alarm level is available for iOS.

Sample Code

copy

```
// API-DEMO page/API/memory-warning/memory-warning.json
{
    "defaultTitle": "OnMemoryWarning"
}
```

copy

```
<!-- API-DEMO page/API/memory-warning/memory-warning.axml-->
<view class="page">

    <button type="primary" onTap="onMemoryWarning">
        Listen to Insufficient Memory Alarm Event
    </button>

</view>
```

copy

```
// API-DEMO page/API/memory-warning/memory-warning.js
Page({
    onLoad() {
```

```

        this.callback = (res) => {
            var levelString = 'iOS device, No alarm level exists.';
            switch (res.level) {
                case 10:
                    levelString = 'Android device, level =
TRIM_MEMORY_RUNNING_LOW';
                    break;
                case 15:
                    levelString = 'Android device, level =
TRIM_MEMORY_RUNNING_CRITICAL';
                    break;
            }
            my.alert({
                title: 'Received insufficient memory alarm',
                content: levelString
            });
        };
        this.isApiAvailable = my.canIUse('onMemoryWarning');
    },
    onMemoryWarning() {
        if (this.isApiAvailable) {
            my.onMemoryWarning(this.callback);
        } else {
            my.alert({
                title: 'Client version is too low',
                content: 'my.onMemoryWarning() and my.offMemoryWarning() need
10.1.35 or higher versions'
            });
        }
    },
    onUnload() {
        if (this.isApiAvailable) {
            my.offMemoryWarning(this.callback);
        }
    }
);

```

Parameters

The property is a callback function which uses object properties with the following property:

Property	Type	Description
level	Number	Memory alarm level, only available in Android.

Android alarm levels that correspond to the system macro definitions:

copy

```

int TRIM_MEMORY_RUNNING_LOW = 10
int TRIM_MEMORY_RUNNING_CRITICAL = 15

```

九色鹿

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_memory-warning_onmemorywarning

my.onMemoryWarning {#myonmemorywarning}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.onMemoryWarning

2021-05-09 18:43

Use this API to listen to the insufficient memory alarm event.

For Android, two alarm levels exist:

- TRIM_MEMORY_RUNNING_LOW
- TRIM_MEMORY_RUNNING_CRITICAL

No alarm level is available for iOS.

Sample Code

copy

```
// API-DEMO page/API/memory-warning/memory-warning.json
{
    "defaultTitle": "OnMemoryWarning"
}
```

copy

```
<!-- API-DEMO page/API/memory-warning/memory-warning.axml-->
<view class="page">

    <button type="primary" onTap="onMemoryWarning">
        Listen to Insufficient Memory Alarm Event
    </button>

</view>
```

copy

```
// API-DEMO page/API/memory-warning/memory-warning.js
Page({
  onLoad() {
    this.callback = (res) => {
      var levelString = 'iOS device, No alarm level exists.';
      switch (res.level) {
        case 10:
          levelString = 'Android device, level = TRIM_MEMORY_RUNNING_LOW';
          break;
        case 15:
          levelString = 'Android device, level = TRIM_MEMORY_RUNNING_CRITICAL';
          break;
      }
      my.alert({
        title: 'Received insufficient memory alarm',
        content: levelString
      });
    };
    this.isApiAvailable = my.canIUse('onMemoryWarning');
  },
  onMemoryWarning() {
    if (this.isApiAvailable) {
      my.onMemoryWarning(this.callback);
    } else {
      my.alert({
        title: 'Client version is too low',
        content: 'my.onMemoryWarning() and my.offMemoryWarning() need 10.1.35 or higher versions'
      });
    }
  },
  onUnload() {
    if (this.isApiAvailable) {
      my.offMemoryWarning(this.callback);
    }
  }
});
```

Parameters

The property is a callback function which uses object properties with the following property:

Property	Type	Description
level	Number	Memory alarm level, only available in Android.

Android alarm levels that correspond to the system macro definitions:

copy

```
int TRIM_MEMORY_RUNNING_LOW = 10
int TRIM_MEMORY_RUNNING_CRITICAL = 15
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_memory-warning_onmemorywarning

my.onSocketClose {#myonsocketclose}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.onSocketClose

2022-07-03 18:44

Use this API to listen to the event of disabling the WebSocket connection.

Sample Code

copy

```
onLoad() {
    // Note: The registration of callback only needs to be done once
    // during the start-up phase of the Mini Program, multiple calls have
    // multiple callbacks.
    my.onSocketClose((res) => {
        my.alert({content: 'The connection is disabled!'});
        this.setData({
            sendMessageAbility: false,
            closeLinkAbility: false,
        });
    });
    // Note: The registration of callback only needs to be done once
    // during the start-up phase of the Mini Program, multiple calls have
    // multiple callbacks.
    my.onSocketOpen((res) => {
        my.alert({content: 'The connection is enabled!'});
        this.setData({
            sendMessageAbility: true,
            closeLinkAbility: true,
        });
    });
}

my.onSocketError(function(res){
    my.alert('The webSocket connection fails. Please check!' + res);
```

```

    });

    // Note: The registration of callback only needs to be done once
    // during the start-up phase of the Mini Program, multiple calls have
    // multiple callbacks.
    my.onSocketMessage((res) => {
        my.alert({content: 'Data received!' + JSON.stringify(res)});
    });
}

connect_start() {
    my.connectSocket({
        url: 'Server URL', // The developer server interface URL must
        use WSS protocol and the domain name must be a legitimate one
        configured in the backend.
        success: (res) => {
            my.showToast({
                content: 'success', // Text content
            });
        },
        fail:()=>{
            my.showToast({
                content: 'fail', // Text content
            });
        }
    });
},

```

Note: The case is only for reference. Please use your own URL to test.

Parameters

					Property	Type	Required
							Description

callback | Function
| Yes | The callback function for the event of disabling the WebSocket connection. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Network_onSocketClose

my.onSocketClose {#myonsocketclose}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.onSocketClose

2021-05-09 18:43

Use this API to listen to the event of disabling the WebSocket connection.

Sample Code

copy

```
onLoad() {
    // Note: The registration of callback only needs to be done once
    // during the start-up phase of the Mini Program, multiple calls have
    // multiple callbacks.
    my.onSocketClose((res) => {
        my.alert({content: 'The connection is disabled!'});
        this.setData({
            sendMessageAbility: false,
            closeLinkAbility: false,
        });
    });
    // Note: The registration of callback only needs to be done once
    // during the start-up phase of the Mini Program, multiple calls have
    // multiple callbacks.
    my.onSocketOpen((res) => {
        my.alert({content: 'The connection is enabled!'});
        this.setData({
            sendMessageAbility: true,
            closeLinkAbility: true,
        });
    });

    my.onSocketError(function(res){
        my.alert('The webSocket connection fails. Please check!' + res);
    });

    // Note: The registration of callback only needs to be done once
    // during the start-up phase of the Mini Program, multiple calls have
    // multiple callbacks.
    my.onSocketMessage((res) => {
        my.alert({content: 'Data received!' + JSON.stringify(res)});
    });
}

connect_start() {
    my.connectSocket({
        url: 'Server URL', // The developer server interface URL must
        // use WSS protocol and the domain name must be a legitimate one
        // configured in the backend.
        success: (res) => {
            my.showToast({
                content: 'success', // Text content
            });
        };
    });
}
```

```
    });
},
fail:()=>{
    my.showToast({
        content: 'fail', // Text content
    });
}
});
```

Note: The case is only for reference. Please use your own URL to test.

Parameters

| | | | | --- | --- | --- | --- | **Property** | **Type** | **Required** | **Description** | | callback | Function
| Yes | The callback function for the event of disabling the WebSocket connection. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_network_onsocketclose

my.onSocketError {#myonsocketerror}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.onSocketError

2022-07-03 18:44

Use this API to listen to WebSocket error events.

Sample Code

copy

```
my.connectSocket({
  url: 'Developer's server URL'
});

my.onSocketOpen(function(res){
  console.log('The WebSocket connection is enabled!');
});

my.onSocketError(function(res){
```

```
        console.log('The WebSocket connection failed. Please check!');  
    });
}
```

Note: The case is only for reference. Please use your own URL to test.

Parameters

Property	Type	Required	Description
callback	Function	Yes	The callback function for the WebSocket error event.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_network_onsocketerror

my.onSocketError {#myonsocketerror}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.onSocketError

2021-05-09 18:43

Use this API to listen to WebSocket error events.

Sample Code

copy

```
my.connectSocket({  
    url: 'Developer's server URL'  
});  
  
my.onSocketOpen(function(res){  
    console.log('The WebSocket connection is enabled!');  
});  
  
my.onSocketError(function(res){  
    console.log('The WebSocket connection failed. Please check!');  
});
```

Note: The case is only for reference. Please use your own URL to test.

Parameters

		Property	Type	Required	Description	
		callback	Function	Yes	The callback function for the WebSocket error event.	

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_network_onsocketerror

my.onSocketMessage {#myonsocketmessage}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.onSocketMessage

2022-07-03 18:44

Use this API to listen to the event of receiving server messages by WebSocket.

Callback Return Value

		Property	Type	Description	
		data	String / ArrayBuffer	Messages returned by the server, in text string or base64 encoded string.	isBuffer

Boolean | If the value of this field is true, the data field represents the received base64 encoded binary strings. If the value of this field is empty, the data field represents normal strings.

Sample Code

copy

```
my.connectSocket({
  url: 'Server URL'
})

my.onSocketMessage(function(res) {
  console.log('Server content received ' + res.data)
})
```

Note: The case is only for reference. Please use your own URL to test.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_network_onsocketmessage

my.onSocketMessage {#myonsocketmessage}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.onSocketMessage

2021-05-09 18:43

Use this API to listen to the event of receiving server messages by WebSocket.

Callback Return Value

Property	Type	Description
data	String / ArrayBuffer	Messages returned by the server, in text string or base64 encoded string.
isBuffer	Boolean	If the value of this field is true, the data field represents the received base64 encoded binary strings. If the value of this field is empty, the data field represents normal strings.

Sample Code

copy

```
my.connectSocket({
  url: 'Server URL'
})

my.onSocketMessage(function(res) {
  console.log('Server content received ' + res.data)
})
```

Note: The case is only for reference. Please use your own URL to test.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_network_onsocketmessage

my.onSocketOpen {#myonsocketopen}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.onSocketOpen

2022-07-03 18:44

Use this API to listen to the event of enabling the WebSocket connection.

Sample Code

copy

```
my.connectSocket({  
    url: 'test.php',  
});  
  
my.onSocketOpen(function(res) {  
    console.log('The WebSocket connection is enabled!');  
});
```

Note: The case is only for reference. Please use your own URL to test.

Parameters

--- --- --- ---	Property	Type	Required	Description	callback Function
Yes	The callback function for the event of enabling the WebSocket connection.				

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_network_onsocketopen

my.onSocketOpen {#myonsocketopen}

Path: miniprogram_gcash

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_network_onsocketopen

my.onUnhandledRejection {#myonunhandledrejection}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.onUnhandledRejection

2022-07-03 18:44

Listen for the *unhandledrejection* event. The *unhandledrejection* event is triggered when a JavaScript Promise that has no rejection handler is rejected. The triggered time of the callback for the *unhandledrejection* event and required parameters are the same with those of the [onUnhandledRejection\(\)](#) method.

Sample code

copy

```
//.js
App({
  onShow(options) {
    my.onUnhandledRejection((res) => {
      console.log(res.reason);
      console.log(res.promise);
    });
  }
})
```

Parameters

Property	Type	Description
callback	Function	The <i>unhandledrejection</i> event is triggered when a JavaScript Promise that has no rejection handler is rejected.

Callback function

Property	Type	Description
reason	String	Rejection reason, which usually is the error object.
promise	Promise	The rejected Promise object.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_event_onunhandledrejection

my.onUserCaptureScreen {#myonusercapturescreen}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.onUserCaptureScreen

2022-07-03 18:44

my.onUserCaptureScreen

Listen to the user-initiated active screen capture event. This will receive all the screen capture event notification of the system or a third-party tool.

Sample Code

copy

```
<!-- API-DEMO page/API/user-capture-screen/user-capture-screen.axml-->
<view class="page">
    <view class="page-description">User screen capture event API</view>
    <view class="page-section">
        <view class="page-section-title">my.onUserCaptureScreen</view>
        <view class="page-section-demo">
            <view>Current status: {{ condition ? "listening on" : 'Listening off' }}</view>
            <view a:if="{{condition}}>
                <button type="primary" onTap="offUserCaptureScreen">Cancel screen capture listening event</button>
            </view>
            <view a:else>
                <button type="primary" onTap="onUserCaptureScreen">Turn on screen capture listening event</button>
            </view>
        </view>
    </view>
</view>
```

copy

```
// API-DEMO page/API/user-capture-screen/user-capture-screen.js
Page({
    data: {
        condition: false,
    },
    onReady() {
        my.onUserCaptureScreen(() => {
            my.alert({
                content: 'Received user screen capture',
            });
        });
    },
    offUserCaptureScreen() {
```

```

my.offUserCaptureScreen();
this.setData({
    condition: false,
});
},
onUserCaptureScreen() {
    my.onUserCaptureScreen(() => {
        my.alert({
            content: 'Received user screen capture'
        });
    });
    this.setData({
        condition: true,
    });
},
);

```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Device_Capture_onUserCaptureScreen

my.onUserCaptureScreen {#myonusercapturescreen}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.onUserCaptureScreen

2021-05-09 18:43

my.onUserCaptureScreen

Listen to the user-initiated active screen capture event. This will receive all the screen capture event notification of the system or a third-party tool.

Sample Code

copy

```

<!-- API-DEMO page/API/user-capture-screen/user-capture-screen.axml-->
<view class="page">
    <view class="page-description">User screen capture event API</view>
    <view class="page-section">
        <view class="page-section-title">my.onUserCaptureScreen</view>

```

```
<view class="page-section-demo">
    <view>Current status: {{ condition ? "listening on" : 'Listening off' }}</view>
    <view a:if="{{condition}}">
        <button type="primary" onTap="offUserCaptureScreen">Cancel screen capture listening event</button>
    </view>
    <view a:else>
        <button type="primary" onTap="onUserCaptureScreen">Turn on screen capture listening event</button>
    </view>
</view>
</view>
```

copy

```
// API-DEMO page/API/user-capture-screen/user-capture-screen.js
Page({
  data: {
    condition: false,
  },
  onReady() {
    my.onUserCaptureScreen(() => {
      my.alert({
        content: 'Received user screen capture',
      });
    });
  },
  offUserCaptureScreen() {
    my.offUserCaptureScreen();
    this.setData({
      condition: false,
    });
  },
  onUserCaptureScreen() {
    my.onUserCaptureScreen(() => {
      my.alert({
        content: 'Received user screen capture'
      });
    });
    this.setData({
      condition: true,
    });
  },
});
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_onusercapturescreen

my.openBluetoothAdapter {#myopenbluetoothadapter}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.openBluetoothAdapter

2022-07-03 18:44

Use this API to initialize the Bluetooth module in the mini program. You can call the following mini program API and receive event callbacks that are related to the Bluetooth module in the effective period when you call the API `my.openBluetoothAdapter` is called. The effective period is ended when the API `my.closeBluetoothAdapter` is called.

Instructions :

- If you call other APIs in the bluetooth module before you call the API `my.openBluetoothAdapter` you get the following error:
 - Error Code: 10000
 - Error Description: The Bluetooth adapter is not initialized.
 - Solution: call the API `my.openBluetoothAdapter`
- When users do not switch on the Bluetooth or the Bluetooth function is not supported on the user's mobile phone, an error is returned after you call the API `my.openBluetoothAdapter`. For more information about error codes, see the error code table. After the Bluetooth module is initialized, you can use the API `my.onBluetoothAdapterStateChange` to monitor changes of the Bluetooth status.

Note:

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
.help-title {
    padding:10px;
    color:#FC0D1B;
}
```

copy

```
// .json
```

```
{
```

```
    "defaultTitle": "Bluetooth"
```

```
}
```

copy

```
<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
devices connected</button>
            <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
        </view>
        <view class="page-section-title">Connect the device</view>
        <view class="page-section-demo">
            <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
            <button type="primary" onTap="connectBLEDevice">Connect the
device</button>
            <button type="primary" onTap="getBLEDeviceServices">Obtain
device services</button>
            <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
characteristics</button>
            <button type="primary" onTap="disconnectBLEDevice">Disconnect
the device</button>
        </view>
        <view class="page-section-title">Read and write data</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
```

```
        <button type="primary" onTap="readBLECharacteristicValue">Read  
data</button>  
        <button type="primary"  
onTap="writeBLECharacteristicValue">Write data</button>  
        <button type="primary"  
onTap="offBLECharacteristicValueChange">Un-listens to characteristic  
value</button>  
    </view>  
    <view class="page-section-title">Other events</view>  
    <view class="page-section-demo">  
        <button type="primary"  
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth  
state</button>  
        <button type="primary"  
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth  
state</button>  
        <button type="primary"  
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection  
state</button>  
        <button type="primary" onTap="offBLEConnectionStateChanged">Un-  
listens to Bluetooth connection state</button>  
  
    </view>  
  </view>  
</view>
```

copy

```
// .js  
Page({  
  data: {  
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',  
    serid: 'FEE7',  
    notifyId: '36F6',  
    writeId: '36F5',  
    charid: '',  
    alldev: [{ deviceId: '' }],  
  },  
  
  //Obtain the Bluetooth state  
  openBluetoothAdapter() {  
    my.openBluetoothAdapter({  
      success: res => {  
        if (!res.isSupportBLE) {  
          my.alert({ content: 'Sorry, your mobile Bluetooth is  
unavailable temporarily' });  
          return;  
        }  
        my.alert({ content: 'Succeeded to initialize!' });  
      },  
      fail: error => {  
        my.alert({ content: JSON.stringify(error) });  
      }  
    });  
  }  
});
```

```
        },
    });
},
closeBluetoothAdapter() {
    my.closeBluetoothAdapter({
        success: () => {
            my.alert({ content: 'Bluetooth closed!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
getBluetoothAdapterState() {
    my.getBluetoothAdapterState({
        success: res => {
            if (!res.available) {
                my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Scan the Bluetooth device
startBluetoothDevicesDiscovery() {
    my.startBluetoothDevicesDiscovery({
        allowDuplicatesKey: false,
        success: () => {
            my.onBluetoothDeviceFound({
                success: res => {
                    // my.alert({content:'Listens to new
device'+JSON.stringify(res)});
                    var deviceArray = res.devices;
                    for (var i = deviceArray.length - 1; i >= 0; i--) {
                        var deviceObj = deviceArray[i];
                        //Pair the target device with the device name or
broadcast data, and then record the device ID for later use.
                        if (deviceObj.name == this.data.name) {
                            my.alert({ content: 'Target device is found' });
                            my.offBluetoothDeviceFound();
                            this.setData({
                                deviceId: deviceObj.deviceId,
                            });
                            break;
                        }
                    }
                }
            });
        }
    });
},
```

```
        },
        },
        fail: error => {
            my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
        },
    );
},
fail: error => {
    my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
},
});
},
//Stop scanning
stopBluetoothDevicesDiscovery() {
    my.stopBluetoothDevicesDiscovery({
        success: res => {
            my.offBluetoothDeviceFound();
            my.alert({ content: 'Succeeded!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Obtain the connected device
getConnectedBluetoothDevices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connecting devices!' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
            devid = res.devices[0].deviceId;
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Obtain all searched devices
getBluetoothDevices() {
    my.getBluetoothDevices({
        success: res => {
            my.alert({ content: JSON.stringify(res) });
        },
    },
}
```

```
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
bindKeyInput(e) {
    this.setData({
        devid: e.detail.value,
    });
},
//Connect the device
connectBLEDevice() {
    my.connectBLEDevice({
        deviceId: this.data.devid,
        success: res => {
            my.alert({ content: 'Succeeded to connect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Disconnect the device
disconnectBLEDevice() {
    my.disconnectBLEDevice({
        deviceId: this.data.devid,
        success: () => {
            my.alert({ content: 'Succeeded to disconnect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Obtain the services of the connected device
getBLEDeviceServices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            my.getBLEDeviceServices({
                deviceId: this.data.devid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    this.setData({
                        serid: res.services[0].serviceId,
                    });
                },
            });
        },
    });
},
```

```
        });
    },
    fail: error => {
      my.alert({ content: JSON.stringify(error) });
    },
  );
},
});

//Obtain the char ID of the connected device, read and write
characteristics are respectively screened out.
getBLEDeviceCharacteristics() {
  my.getConnectedBluetoothDevices({
    success: res => {
      if (res.devices.length === 0) {
        my.alert({ content: 'No connected devices' });
        return;
      }
      this.setData({
        devid: res.devices[0].deviceId,
      });
      my.getBLEDeviceCharacteristics({
        deviceId: this.data.devid,
        serviceId: this.data.serid,
        success: res => {
          my.alert({ content: JSON.stringify(res) });
          //See the related document for more information of the
          properties of the characteristics. Pair the characteristics according
          to the properties and record the value for later use.
          this.setData({
            charid: res.characteristics[0].characteristicId,
          });
        },
        fail: error => {
          my.alert({ content: JSON.stringify(error) });
        },
      });
    },
  });
};

//Read and write data
readBLECharacteristicValue() {
  my.getConnectedBluetoothDevices({
    success: res => {
      if (res.devices.length === 0) {
        my.alert({ content: 'No connected devices' });
        return;
      }
      this.setData({
```

```
        devId: res.devices[0].deviceId,
    });
    my.readBLECharacteristicValue({
        deviceId: this.data.devid,
        serviceId: this.data.serid,
        characteristicId: this.data.notifyId,
        //1 Android reading service
        // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
        // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
        success: res => {
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: 'Failed to read' +
JSON.stringify(error) });
        },
    });
},
writeBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devId: res.devices[0].deviceId,
            });
            my.writeBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.charid,
                //Android writing service
                //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
                value: 'ABCD',
                success: res => {
                    my.alert({ content: 'Succeeded to write data!' });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
},
notifyBLECharacteristicValueChange() {
    my.getConnectedBluetoothDevices({
        success: res => {
```

```
if (res.devices.length === 0) {
    my.alert({ content: 'No connected devices' });
    return;
}
this.setData({
    devid: res.devices[0].deviceId,
});
my.notifyBLECharacteristicValueChange({
    state: true,
    deviceId: this.data.devid,
    serviceId: this.data.serid,
    characteristicId: this.data.notifyId,
    success: () => {
        //Listens to characteristic change events
        my.onBLECharacteristicValueChange({
            success: res => {
                // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
                my.alert({ content: 'Obtain the response data = ' +
res.value });
            },
        });
        my.alert({ content: 'Succeeded to listen' });
    },
    fail: error => {
        my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
    },
});
},
);
},
},
),
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
,
//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState(
'),
onBluetoothAdapterStateChange() {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
    }
},
offBluetoothAdapterStateChange() {
```

```

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
},
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {

my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onUnload() {
    this.offBLEConnectionStateChanged();
    this.offBLECharacteristicValueChange();
    this.offBluetoothAdapterStateChange();
    this.closeBluetoothAdapter();
},
);
}
);

```

Parameters

The input parameters are displayed in the following table:

		Property	Type	Required	Description	autoClose
Boolean	No	Indicates whether to automatically disconnect Bluetooth when you leave the current page. The default value is true. Note : Only Android is supported.			success Function No The callback function for a successful API call.	fail Function No The callback function for a failed API call.
					complete Function No The callback function for a completed API call (Regardless of whether the call is successful or not).	

Success Callback Function

The input parameters are displayed in the following table:

		Property	Type	Description	isSupportBLE	Boolean	Indicates whether BLE is supported.

Error Code

The input parameters are displayed in the following table:

		Error Code	Description	Solution
1	1	12	Bluetooth is not turned on.	Try again to turn on Bluetooth.
1	2	13	Connection to the system service is temporarily lost.	Try again to reconnect.
1	3	14	Not authorized to use Bluetooth.	Authorize app to use Bluetooth.
1	4	15	Unknown error.	

九色鹿

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Device_Bluetooth_Bluetooth_openBluetoothAdapter

my.openBluetoothAdapter {#myopenbluetoothadapter}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.openBluetoothAdapter

2021-05-09 18:43

Use this API to initialize the Bluetooth module in the mini program. You can call the following mini program API and receive event callbacks that are related to the Bluetooth module in the effective period when you the API `my.openBluetoothAdapter` is called. The effective period is ended when the API `my.closeBluetoothAdapter` is called.

Instructions :

- If you call other APIs in the bluetooth module before you call the API `my.openBluetoothAdapter` you get the following error:
 - Error Code: 10000
 - Error Description: The Bluetooth adapter is not initialized.
 - Solution: call the API `my.openBluetoothAdapter`
 - When users do not switch on the Bluetooth or the Bluetooth function is not supported on the user's mobile phone, an error is returned after you call the API `my.openBluetoothAdapter`. For more information about error codes, see the error code table. After the Bluetooth module is initialized, you can use the API `my.onBluetoothAdapterStateChange` to monitor changes of the Bluetooth status.

Note:

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
.help-title {
    padding:10px;
    color:#FC0D1B;
}
```

copy

```
// .json
{
    "defaultTitle": "Bluetooth"
}
```

copy

```
<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
            found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
            devices connected</button>
            <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
        </view>
        <view class="page-section-title">Connect the device</view>
```

```
<view class="page-section-demo">
    <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
    <button type="primary" onTap="connectBLEDevice">Connect the
device</button>
    <button type="primary" onTap="getBLEDeviceServices">Obtain
device services</button>
    <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
characteristics</button>
    <button type="primary" onTap="disconnectBLEDevice">Disconnect
the device</button>
</view>
<view class="page-section-title">Read and write data</view>
<view class="page-section-demo">
    <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
    <button type="primary" onTap="readBLECharacteristicValue">Read
data</button>
    <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
    <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic
value</button>
</view>
<view class="page-section-title">Other events</view>
<view class="page-section-demo">
    <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
    <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth
state</button>
    <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
    <button type="primary" onTap="offBLEConnectionStateChanged">Un-
listens to Bluetooth connection state</button>
</view>
</view>
</view>
```

copy

```
// .js
Page({
  data: {
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
    serid: 'FEE7',
    notifyId: '36F6',
```

```
        writeId: '36F5',
        charid: '',
        alldev: [{ deviceId: '' }],
    },

    //Obtain the Bluetooth state
    openBluetoothAdapter() {
        my.openBluetoothAdapter({
            success: res => {
                if (!res.isSupportBLE) {
                    my.alert({ content: 'Sorry, your mobile Bluetooth is unavailable temporarily' });
                    return;
                }
                my.alert({ content: 'Succeeded to initialize!' });
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },
    closeBluetoothAdapter() {
        my.closeBluetoothAdapter({
            success: () => {
                my.alert({ content: 'Bluetooth closed!' });
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },
    getBluetoothAdapterState() {
        my.getBluetoothAdapterState({
            success: res => {
                if (!res.available) {
                    my.alert({ content: 'Sorry, your mobile Bluetooth is unavailable temporarily' });
                    return;
                }
                my.alert({ content: JSON.stringify(res) });
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },
    //Scan the Bluetooth device
    startBluetoothDevicesDiscovery() {
        my.startBluetoothDevicesDiscovery({
            allowDuplicatesKey: false,
```

```
success: () => {
    my.onBluetoothDeviceFound({
        success: res => {
            // my.alert({content:'Listens to new
device'+JSON.stringify(res)});
            var deviceArray = res.devices;
            for (var i = deviceArray.length - 1; i >= 0; i--) {
                var deviceObj = deviceArray[i];
                //Pair the target device with the device name or
broadcast data, and then record the device ID for later use.
                if (deviceObj.name == this.data.name) {
                    my.alert({ content: 'Target device is found' });
                    my.offBluetoothDeviceFound();
                    this.setData({
                        deviceId: deviceObj.deviceId,
                    });
                    break;
                }
            }
        },
        fail: error => {
            my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
        },
    });
},
fail: error => {
    my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
},
});
},
//Stop scanning
stopBluetoothDevicesDiscovery() {
    my.stopBluetoothDevicesDiscovery({
        success: res => {
            my.offBluetoothDeviceFound();
            my.alert({ content: 'Succeeded!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Obtain the connected device
getConnectedBluetoothDevices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
```

```
        my.alert({ content: 'No connecting devices!' });
        return;
    }
    my.alert({ content: JSON.stringify(res) });
    devid = res.devices[0].deviceId;
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
//Obtain all searched devices
getBluetoothDevices() {
    my.getBluetoothDevices({
        success: res => {
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
bindKeyInput(e) {
    this.setData({
        devid: e.detail.value,
    });
},
//Connect the device
connectBLEDevice() {
    my.connectBLEDevice({
        deviceId: this.data.devid,
        success: res => {
            my.alert({ content: 'Succeeded to connect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Disconnect the device
disconnectBLEDevice() {
    my.disconnectBLEDevice({
        deviceId: this.data.devid,
        success: () => {
            my.alert({ content: 'Succeeded to disconnect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        }
    });
}
```

```
,  
});  
,  
  
//Obtain the services of the connected device  
getBLEDeviceServices() {  
    my.getConnectedBluetoothDevices({  
        success: res => {  
            if (res.devices.length === 0) {  
                my.alert({ content: 'No connected devices' });  
                return;  
            }  
            my.getBLEDeviceServices({  
                deviceId: this.data.devid,  
                success: res => {  
                    my.alert({ content: JSON.stringify(res) });  
                    this.setData({  
                        serid: res.services[0].serviceId,  
                    });  
                },  
                fail: error => {  
                    my.alert({ content: JSON.stringify(error) });  
                },  
            });  
        },  
    });
},  
  
//Obtain the char ID of the connected device, read and write  
characteristics are respectively screened out.  
getBLEDeviceCharacteristics() {  
    my.getConnectedBluetoothDevices({  
        success: res => {  
            if (res.devices.length === 0) {  
                my.alert({ content: 'No connected devices' });  
                return;  
            }  
            this.setData({  
                devid: res.devices[0].deviceId,  
            });  
            my.getBLEDeviceCharacteristics({  
                deviceId: this.data.devid,  
                serviceId: this.data.serid,  
                success: res => {  
                    my.alert({ content: JSON.stringify(res) });  
                    //See the related document for more information of the  
                    properties of the characteristics. Pair the characteristics according  
                    to the properties and record the value for later use.  
                    this.setData({  
                        charid: res.characteristics[0].characteristicId,  
                    });
                }
            });
        };
    });
}
```

```
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
});

//Read and write data
readBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.readBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                //1 Android reading service
                // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                },
                fail: error => {
                    my.alert({ content: 'Failed to read' +
JSON.stringify(error) });
                },
            });
        },
    });
},
writeBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.writeBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
```

```
characteristicId: this.data.charid,
//Android writing service
//serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
//characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
value: 'ABCD',
success: res => {
    my.alert({ content: 'Succeeded to write data!' });
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
);
},
);
},
notifyBLECharacteristicValueChange() {
my.getConnectedBluetoothDevices({
success: res => {
if (res.devices.length === 0) {
my.alert({ content: 'No connected devices' });
return;
}
this.setData({
devid: res.devices[0].deviceId,
});
my.notifyBLECharacteristicValueChange({
state: true,
deviceId: this.data.devid,
serviceId: this.data.serid,
characteristicId: this.data.notifyId,
success: () => {
//Listens to characteristic change events
my.onBLECharacteristicValueChange({
success: res => {
// my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
my.alert({ content: 'Obtain the response data = ' +
res.value });
},
});
my.alert({ content: 'Succeeded to listen' });
},
fail: error => {
my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
},
});
},
);
},
offBLECharacteristicValueChange() {
```

```
    my.offBLECharacteristicValueChange();
  },

  //Other events
  bluetoothAdapterStateChange() {

    my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
    onBluetoothAdapterStateChange() {
      if (res.error) {
        my.alert({ content: JSON.stringify(error) });
      } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
          JSON.stringify(res) });
      }
    },
    offBluetoothAdapterStateChange() {

      my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
      getBind(name) {
        if (!this[`bind${name}`]) {
          this[`bind${name}`] = this[name].bind(this);
        }
        return this[`bind${name}`];
      },
      BLEConnectionStateChanged() {

        my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
        onBLEConnectionStateChanged(res) {
          if (res.error) {
            my.alert({ content: JSON.stringify(error) });
          } else {
            my.alert({ content: 'Changes of connection state ' +
              JSON.stringify(res) });
          }
        },
        offBLEConnectionStateChanged() {

          my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
          onUnload() {
            this.offBLEConnectionStateChanged();
            this.offBLECharacteristicValueChange();
            this.offBluetoothAdapterStateChange();
            this.closeBluetoothAdapter();
          },
        });
      };
    };
  };
};
```

Parameters

The input parameters are displayed in the following table:

	Property	Type	Required	Description
	autoClose	Boolean	No	Indicates whether to automatically disconnect Bluetooth when you leave the current page. The default value is true. Note : Only Android is supported.
	success	Function	No	The callback function for a successful API call.
	fail	Function	No	The callback function for a failed API call.
	complete	Function	No	The callback function for a completed API call (Regardless of whether the call is successful or not).

Success Callback Function

The input parameters are displayed in the following table:

	Property	Type	Description
	isSupportBLE	Boolean	Indicates whether BLE is supported.

Error Code

The input parameters are displayed in the following table:

	Error Code	Description	Solution
	12	Bluetooth is not turned on.	Try again to turn on Bluetooth.
	13	Connection to the system service is temporarily lost.	Try again to reconnect.
	14	Not authorized to use Bluetooth.	Authorize app to use Bluetooth.
	15	Unknown error.	

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_bluetooth_openbluetoothadapter

my.openDocument {#myopendocument}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.openDocument

2021-05-09 18:43

The my.openDocument API enables users to preview a PDF file within the mini program.

After clicking on the PDF file, the user can preview the file without leaving the mini program. After closing the preview, the user will still be at the current mini program page.

Sample code

.js

copy

```
// .js
my.downloadFile({
    // Sample url that is not real
    url: 'http://documentExample.com/alipay.pdf',
    success({ apFilePath }) {
        my.hideLoading();
        my.openDocument({
            filePath: apFilePath,
            fileType: 'pdf',
            success: (res) => {
                console.log('open document success')
            }
        })
    }
})
```

Parameters

Object type

	Property	Type	Required	Description
filePath	String			file path
url	String	Yes		Obtain file path via <code>my.downloadFile</code> .
fileType	String			File type.
success	Function			Callback function upon call success.
fail	Function	No		Callback function upon call failure.
complete	Function	No		Callback function upon call completion (to be executed upon either call success or failure).

Legal values for fileType

	Value	Description
pdf	PDF format.	

Error code

	Error code	Description	Solution
4011	File path is invalid or no permission to access incoming path.	Check the incoming file path.	
4012	Preview files do not exist.	Make sure files that correspond to file path exist.	
4013	File format is not supported.	Currently preview of PDF files is supported.	

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_file_myopendocument

my.openDocument {#myopendocument}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.openDocument

2022-07-03 18:44

The my.openDocument API enables users to preview a PDF file within the mini program.

After clicking on the PDF file, the user can preview the file without leaving the mini program. After closing the preview, the user will still be at the current mini program page.

Sample code

.js

copy

```
// .js
my.downloadFile({
  // Sample url that is not real
  url: 'http://documentExample.com/alipay.pdf',
  success({ apFilePath }) {
    my.hideLoading();
    my.openDocument({
      filePath: apFilePath,
      fileType: 'pdf',
      success: (res) => {
        console.log('open document success')
      }
    })
  }
})
```

Parameters

Object type

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || filePath | String | Yes | Obtain file path via [my.downloadFile](#). || fileType | String | Yes | File type. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Legal values for fileType

		Value	Description	
	---	---	pdf	PDF format.

Error code

		Error code	Description	Solution	
	---	---	4011	File path is invalid or no permission to access incoming path.	Check the incoming file path.
			4012	Preview files do not exist.	Make sure files that correspond to file path exist.
			4013	File format is not supported.	Currently preview of PDF files is supported.
					Currently preview of PDF files is supported.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_file_myopendocument

my.openLocation {#myopenlocation}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.openLocation

2022-07-03 18:44

View the location on the built-in map.

Sample codes

copy

```
// API-DEMO page/API/open-location/open-location.json
{
    "defaultTitle": "Open Location"
}
```

copy

```
<!-- API-DEMO page/API/open-location/open-location.axml-->
<view class="page">
    <view class="page-section">
        <view class="page-section-demo">
            <text>Longitude</text>
            <input type="text" disabled="{{true}}" value="{{longitude}}"
name="longitude"></input>
```

```

</view>
<view class="page-section-demo">
  <text>Latitude</text>
  <input type="text" disabled="{{true}}" value="{{latitude}}"
name="latitude"></input>
</view>
<view class="page-section-demo">
  <text>Name</text>
  <input type="text" disabled="{{true}}" value="{{name}}"
name="name"></input>
</view>
<view class="page-section-demo">
  <text>Address</text>
  <input type="text" disabled="{{true}}" value="{{address}}"
name="address"></input>
</view>
<view class="page-section-btns">
  <view type="primary" formType="submit" onTap="openLocation">open
location</view>
</view>
</view>
</view>

```

copy

```

// API-DEMO page/API/open-location/open-location.js
Page({
  data: {
    longitude: '103.873834',
    latitude: '1.355572',
    name: 'Serangoon Stadium',
    address: '33 Yio Chu Kang Rd, Singapore',
  },
  openLocation() {
    my.openLocation({
      longitude: this.data.longitude,
      latitude: this.data.latitude,
      name: this.data.name,
      address: this.data.address,
    })
  }
})

```

Parameters

Property	Type	Required	Description
longitude	String	Yes	The longitude.

No | The zoom level. The value ranges from 3 to 19 and is 15 by default. || success | Function | No | The callback method indicates a successful call. || fail | Function | No | The callback method indicates a failed call. || complete | Function | No | The callback method that indicates the call is completed (this will be executed regardless of whether the call succeeds or fails). |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_location_openlocation

my.openLocation {#myopenlocation}

Last updated: 2021-05-10

Path: miniprogram_gcash

my.openLocation

2021-05-10 03:43

View the location on the built-in map.

Sample codes

copy

```
// API-DEMO page/API/open-location/open-location.json
{
    "defaultTitle": "Open Location"
}
```

copy

```
<!-- API-DEMO page/API/open-location/open-location.axml-->
<view class="page">
    <view class="page-section">
        <view class="page-section-demo">
            <text>Longitude</text>
            <input type="text" disabled="{{true}}" value="{{longitude}}"
name="longitude"></input>
        </view>
        <view class="page-section-demo">
            <text>Latitude</text>
            <input type="text" disabled="{{true}}" value="{{latitude}}"
name="latitude"></input>
        </view>
```

```

<view class="page-section-demo">
    <text>Name</text>
    <input type="text" disabled="{{true}}" value="{{name}}"
name="name"></input>
</view>
<view class="page-section-demo">
    <text>Address</text>
    <input type="text" disabled="{{true}}" value="{{address}}"
name="address"></input>
</view>
<view class="page-section-btns">
    <view type="primary" formType="submit" onTap="openLocation">open
location</view>
    </view>
</view>
</view>

copy

// API-DEMO page/API/open-location/open-location.js
Page({
    data: {
        longitude: '103.873834',
        latitude: '1.355572',
        name: 'Serangoon Stadium',
        address: '33 Yio Chu Kang Rd, Singapore',
    },
    openLocation() {
        my.openLocation({
            longitude: this.data.longitude,
            latitude: this.data.latitude,
            name: this.data.name,
            address: this.data.address,
        })
    }
})

```

Parameters

|||||--- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || longitude | String | Yes | The longitude. || latitude | String | Yes | The latitude. || name | String | Yes | The location. || address | String | Yes | The detailed address of the location. || scale | Number | No | The zoom level. The value ranges from 3 to 19 and is 15 by default. || success | Function | No | The callback method indicates a successful call. || fail | Function | No | The callback method indicates a failed call. || complete | Function | No | The callback method that indicates the call is completed (this will be executed regardless of whether the call succeeds or fails). |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_location_openlocation

my.openSetting {#myopensetting}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.openSetting

2021-05-09 18:43

Use this API to open the Mini Program settings page and returns permission setting results. Only the permissions that have been requested by the Mini Program from the user are displayed on the settings page.

Sample Code

copy

```
my.openSetting({
  success: (res) => {
    /*
     * res.authSetting = {
     *   "userInfo": true,
     *   "location": true,
     *   ...
     * }
     */
  }
})
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Success callback function

||||| --- | --- | --- || **Property** | **Type** | **Description** || authSetting | Object | Results of user authorization. Keys are the values of scopes and values are boolean types, which shows whether the user gives the permission or not. See Scopes for details. |

Scopes

||||| --- | --- | --- || **Scope** | **API** | **Description** || location | my.getLocation | This field specifies whether to authorize access to geographic location. || album | my.chooseImage, my.saveImage | This field specifies whether to authorize to save images to the albums. || camera | my.scan | This field specifies whether to authorize access to camera. || userInfo | my.getOpenUserInfo | This field specifies whether to authorize access to user information. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_setting_opensetting

my.openSetting {#myopensemsetting}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.openSetting

2022-07-03 18:44

Use this API to open the Mini Program settings page and returns permission setting results. Only the permissions that have been requested by the Mini Program from the user are displayed on the settings page.

Sample Code

copy

```
my.openSetting({
  success: (res) => {
    /*
     * res.authSetting = {
     *   "userInfo": true,
     *   "location": true,
     *   ...
     * }
    */
  }
})
```

```

    }
})
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Success callback function

||||| --- | --- | --- || **Property** | **Type** | **Description** || authSetting | Object | Results of user authorization. Keys are the values of scopes and values are boolean types, which shows whether the user gives the permission or not. See Scopes for details. |

Scopes

||||| --- | --- | --- || **Scope** | **API** | **Description** || location | my.getLocation | This field specifies whether to authorize access to geographic location. || album | my.chooseImage、 my.saveImage | This field specifies whether to authorize to save images to the albums. || camera | my.scan | This field specifies whether to authorize access to camera. || userInfo | my.getOpenUserInfo | This field specifies whether to authorize access to user information. |

Source:

[https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_setting_o
nsetting](https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_setting_opensetting)

my.pageScrollTo {#mypagescrollto}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.pageScrollTo

2021-05-09 18:43

Scroll to the target position on the page

Note:

- The scrollTop has a higher priority than selector.

- When the my.pageScrollTo is used to jump to the top of the Mini Program, the scrollTop value must be set as a number greater than 0 to make jump possible.

Sample Code

copy

```
<!-- .axml -->
<view class="page">
    <view class="page-description">Page scroll API</view>

    <view class="page-section">
        <view class="page-section-title">
            my.pageScrollTo
        </view>
        <view class="page-section-demo">
            <input type="text" placeholder="key" name="key" value="{{scrollTop}}" onInput="scrollTopChange"></input>
        </view>
        <view class="page-section-btns">
            <view onTap="scrollTo">Page scroll </view>
        </view>
    </view>

    <view style="height:1000px"/>
</view>
```

copy

```
//.js
Page({
    data: {
        scrollTop: 0,
    },
    scrollTopChange(e) {
        this.setData({
            scrollTop: e.detail.value,
        });
    },
    onPageScroll({ scrollTop }) {
        console.log('onPageScroll', scrollTop);
    },
    scrollTo() {
        my.pageScrollTo({
            scrollTop: parseInt(this.data.scrollTop),
            duration: 300,
        });
    },
});
```

Parameters

Object type with the following attributes:

Property	Type	Default	Required	Description
scrollTop Number - No Scroll to the target position on the page, in px When the my.pageScrollTo is used to jump to the top of the Mini Program, the scrollTop value must be set as a number greater than 0 to make jump possible.	duration Number 0 No Duration of scroll animation, in ms.	selector string - No Selector.	success Function - No Callback function upon call success.	fail Function - No Callback function upon call failure.

Selector Syntax

When the selector parameter is transferred, the framework executes document.querySelector(selector) to select the target node.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_scroll_pagescrollto

my.pageScrollTo {#mypagescrollto}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.pageScrollTo

2022-07-03 18:44

Scroll to the target position on the page

Note:

- The scrollTop has a higher priority than selector.
- When the my.pageScrollTo is used to jump to the top of the Mini Program, the scrollTop value must be set as a number greater than 0 to make jump possible.

Sample Code

copy

```
<!-- .axml -->
<view class="page">
    <view class="page-description">Page scroll API</view>
```

```

<view class="page-section">
  <view class="page-section-title">
    my.pageScrollTo
  </view>
  <view class="page-section-demo">
    <input type="text" placeholder="key" name="key" value="{{scrollTop}}" onInput="scrollTopChange"></input>
  </view>
  <view class="page-section-btns">
    <view onTap="scrollTo">Page scroll </view>
  </view>
</view>

<view style="height:1000px"/>
</view>

```

copy

```

//.js
Page({
  data: {
    scrollTop: 0,
  },
  scrollTopChange(e) {
    this.setData({
      scrollTop: e.detail.value,
    });
  },
  onPageScroll({ scrollTop }) {
    console.log('onPageScroll', scrollTop);
  },
  scrollTo() {
    my.pageScrollTo({
      scrollTop: parseInt(this.data.scrollTop),
      duration: 300,
    });
  },
});

```

Parameters

Object type with the following attributes:

Property	Type	Default	Required	Description
scrollTop Number - No	Scroll to the target position on the page, in px When the my.pageScrollTo is used to jump to the top of the Mini Program, the scrollTop value must be set as a number greater than 0 to make jump possible.	When the my.pageScrollTo is used to jump to the top of the Mini Program, the scrollTop value must be set as a number greater than 0 to make jump possible.	duration Number 0 No	Duration of scroll animation, in ms.

Function | - | No | Callback function upon call success. || fail | Function | - | No | Callback function upon call failure. || complete | Function | - | No | Callback function upon call completion (to be executed upon either call success or failure). |

Selector Syntax

When the selector parameter is transferred, the framework executes document.querySelector(selector) to select the target node.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_ui_scroll_pagescroll_to

my.previewImage {#mypreviewimage}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.previewImage

2021-05-09 18:43

The Preview image's "local image path" is not supported.

Sample Code

copy

```
//.json
{
    "defaultTitle": "Picture"
}
```

copy

```
<!-- .axml -->
<view class="page">
    <view class="page-section">
        <view class="page-section-btns">
            <view onTap="chooseImage">Select image</view>
            <view onTap="previewImage">Preview image</view>
            <view onTap="saveImage">Save image</view>
        </view>
    </view>
</view>
```

copy

```
//.js
Page({
  chooseImage() {
    my.chooseImage({
      sourceType: ['camera', 'album'],
      count: 2,
      success: (res) => {
        my.alert({
          content: JSON.stringify(res),
        });
      },
      fail: () => {
        my.showToast({
          content: 'fail', // text contents
        });
      }
    });
  },
  previewImage() {
    my.previewImage({
      current: 2,
      urls: [
        'https://img.example.com/example1.jpg',
        'https://img.example.com/example2.jpg',
        'https://img.example.com/example3.jpg'
      ],
    });
  },
  saveImage() {
    my.saveImage({
      url: 'https://img.example.com/example1.jpg',
      showActionSheet: true,
      success: () => {
        my.alert({
          title: 'Save success',
        });
      },
    });
  }
});
```

Parameters

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || urls | Array | Yes |
Http url list of the images to be previewed. || current | Number | No | Index of the current
displayed image, 0 by default, indicating the first image in the URLs. || success |
Function | No | Callback function upon call success. || fail | Function | No | Callback
function upon call failure. || complete | Function | No | Callback function upon call
completion (to be executed upon either call success or failure). |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_media_image_previewimage

my.previewImage {#mypreviewimage}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.previewImage

2022-07-03 18:44

The Preview image's "local image path" is not supported.

Sample Code

copy

```
//.json
{
    "defaultTitle": "Picture"
}
```

copy

```
<!-- .axml -->
<view class="page">
    <view class="page-section">
        <view class="page-section-btns">
            <view onTap="chooseImage">Select image</view>
            <view onTap="previewImage">Preview image</view>
            <view onTap="saveImage">Save image</view>
        </view>
    </view>
</view>
```

copy

```
//.js
Page({
  chooseImage() {
    my.chooseImage({
      sourceType: ['camera', 'album'],
      count: 2,
      success: (res) => {
        my.alert({
          content: JSON.stringify(res),
        });
      },
      fail: () => {
        my.showToast({
          content: 'fail', // text contents
        });
      }
    });
  },
  previewImage() {
    my.previewImage({
      current: 2,
      urls: [
        'https://img.example.com/example1.jpg',
        'https://img.example.com/example2.jpg',
        'https://img.example.com/example3.jpg'
      ],
    });
  },
  saveImage() {
    my.saveImage({
      url: 'https://img.example.com/example1.jpg',
      showActionSheet: true,
      success: () => {
        my.alert({
          title: 'Save success',
        });
      },
    });
  }
});
```

Parameters

The incoming parameter is of the Object type with the following attributes:

Property	Type	Required	Description
urls	Array	Yes	Http url list of the images to be previewed.
current	Number	No	Index of the current displayed image, 0 by default, indicating the first image in the URLs.
success			

Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_media_image_previewimage

my.prompt {#myprompt}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.prompt

2021-05-09 18:43

Pop up a dialog to show the prompt message.

Sample Code

copy

```
my.prompt({
  title: 'Title',
  message: 'Explain the current status and prompt the user solution.
It is best not to exceed two lines.',
  placeholder: 'Leave a message to a friend',
  okButtonText: 'Confirm',
  cancelButtonText: 'Cancel',
  success: (result) => {
    my.alert({
      title: JSON.stringify(result),
    });
  },
});
```

Parameters

Property	Type	Required	Description
title	String No		Title of prompt box.
message	String Yes		Text of prompt box, which is “Enter contents here” by default.
placeholder	String No		Prompt text for the entry box.
align	String No		Message alignment. Valid values are: - left

- center
- right

The default value is `center` for both iOS and Android. || `okButtonText` | String | No | OK button text, which is **OK** by default. || `cancelButtonText` | String | No | Cancel button text, which is **Cancel** by default. || `success` | Function | No | Callback function upon call success. || `fail` | Function | No | Callback function upon call failure. || `complete` | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- || **Property** | **Type** | **Description** || `ok` | Boolean | Click OK to return true; click Cancel to return false. || `inputValue` | String | When OK is true, return the user's entry. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_feedback_prompt

my.prompt {#myprompt}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.prompt

2022-07-03 18:44

Pop up a dialog to show the prompt message.

Sample Code

copy

```
my.prompt({
  title: 'Title',
  message: 'Explain the current status and prompt the user solution.
It is best not to exceed two lines.',
  placeholder: 'Leave a message to a friend',
  okButtonText: 'Confirm',
  cancelButtonText: 'Cancel',
  success: (result) => {
    my.alert({
      title: JSON.stringify(result),
```

```
    });
  },
});
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || title | String | No | Title of prompt box. || message | String | Yes | Text of prompt box, which is “Enter contents here” by default. || placeholder | String | No | Prompt text for the entry box. || align | String | No | Message alignment. Valid values are:

- left
- center
- right

The default value is **center** for both iOS and Android. || okButtonText | String | No | OK button text, which is **OK** by default. || cancelButtonText | String | No | Cancel button text, which is **Cancel** by default. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- | --- || **Property** | **Type** | **Description** || ok | Boolean | Click OK to return true; click Cancel to return false. || inputValue | String | When OK is true, return the user's entry. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_ui_feedback_prompt

my.reLaunch {#myrelaunch}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.reLaunch

2022-07-03 18:44

Close page stacks and jump to the specified page within the application.

Sample Code

copy

```
my.reLaunch({
  url: '/page/index'
})
```

Parameters

Property | Type | Required | Description | url | String | Yes |
 Page path If the page is not a tabbar page, the path can be followed by parameters. Rules
 for the parameters: The path and parameter are separated with
 ?
 , the parameter key and the parameter value are connected with
 =
 , and different parameters must be separated with
 &
 , such as
 path?key1=value1&key2=value2
 . || success | Function | No | Callback function upon call success. || fail | Function | No |
 Callback function upon call failure. || complete | Function | No | Callback function upon
 call completion (to be executed upon either call success or failure). |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_ui_route_relaunch

my.reLaunch {#myrelaunch}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.reLaunch

2021-05-09 18:43

Close page stacks and jump to the specified page within the application.

Sample Code

copy

```
my.reLaunch({
  url: '/page/index'
```

})

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || url | String | Yes |
 Page path If the page is not a tabbar page, the path can be followed by parameters. Rules
 for the parameters: The path and parameter are separated with
 ?
 , the parameter key and the parameter value are connected with
 =
 , and different parameters must be separated with
 &
 , such as
 path?key1=value1&key2=value2
 . || success | Function | No | Callback function upon call success. || fail | Function | No |
 Callback function upon call failure. || complete | Function | No | Callback function upon
 call completion (to be executed upon either call success or failure). |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_route_relaunch

my.readBLECharacteristicValue {#myreadblecharacteristicvalue}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.readBLECharacteristicValue

2022-07-03 18:44

Use this API to read the data of Bluetooth Low Energy (BLE) device characteristics. The returned information must be obtained by using the callback in the [my.onBLECharacteristicValueChange](#).

Instructions:

- The device characteristics must support read to use this API. See properties in [my.getBLEDeviceCharacteristics](#) for details.
- Multiple parallel reading and writing calls might cause failures.
- If the reading times out, the error code is 10015. However, [my.onBLECharacteristicValueChange](#) interface might return data later. Please consider how to handle this situation.

Note:

Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```
my.readBLECharacteristicValue({
  deviceId: deviceId,
  serviceId: serviceId,
  characteristicId: characteristicId,
  success: (res) => {
    console.log(res)
  },
  fail:(res) => {
  },
  complete: (res)=>{
  }
})
```

Parameters

Property	Type	Required	Description
deviceId	String	Yes	The Bluetooth device ID.
serviceId	String	Yes	The UUID of the service corresponding to a Bluetooth characteristic.
characteristicId	String	Yes	The Bluetooth characteristic UUID.
success	Function	No	The callback function for a successful API call.
fail	Function	No	The callback function for a failed API call.
complete	Function	No	The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails.

Success Callback Function

Property	Type	Description
characteristic	Object	Information of the device characteristic.

characteristic

Information of the Bluetooth device characteristic

Property	Type	Description
characteristicId	String	The Bluetooth characteristic UUID.
serviceId	String	The UUID of the service corresponding to a Bluetooth characteristic.
value	Hex String	The Bluetooth characteristic value.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Device_Bluetooth_BLE_readBLECharacteristicValue

my.readBLECharacteristicValue {#myreadblecharacteristicvalue}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.readBLECharacteristicValue

2021-05-09 18:43

Use this API to read the data of Bluetooth Low Energy (BLE) device characteristics. The returned information must be obtained by using the callback in the [my.onBLECharacteristicValueChange](#).

Instructions:

- The device characteristics must support read to use this API. See properties in [my.getBLEDeviceCharacteristics](#) for details.
- Multiple parallel reading and writing calls might cause failures.
- If the reading times out, the error code is 10015. However, [my.onBLECharacteristicValueChange](#) interface might return data later. Please consider how to handle this situation.

Note:

Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```
my.readBLECharacteristicValue({
  deviceId: deviceId,
  serviceId: serviceId,
  characteristicId: characteristicId,
  success: (res) => {
    console.log(res)
  },
  fail:(res) => {
  },
  complete: (res)=>{
  }
})
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || deviceId | String | Yes | The Bluetooth device ID. || serviceId | String | Yes | The UUID of the service corresponding to a Bluetooth characteristic. || characteristicId | String | Yes | The Bluetooth characteristic UUID. || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Success Callback Function

||||| --- | --- | --- || **Property** | **Type** | **Description** || characteristic | Object | Information of the device characteristic. |

characteristic

Information of the Bluetooth device characteristic

||||| --- | --- | --- || **Property** | **Type** | **Description** || characteristicId | String | The Bluetooth characteristic UUID. || serviceId | String | The UUID of the service corresponding to a Bluetooth characteristic. || value | Hex String | The Bluetooth characteristic value. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_ble_readablecharacteristicvalue

my.redirectTo {#myredirectto}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.redirectTo

2021-05-09 18:43

Close the current page and jump to the specified page within the application.

Sample Code

copy

```
my.redirectTo({
  url: 'new_page?count=100'
})
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || url | String | Yes |
The application for the jumping does not include the destination page path of the tabBar.
The path can be followed by parameters. Rules for the parameters: The path and
parameter are separated with ?, the parameter key and the parameter value are connected
with =, and different parameters must be separated with &, such as path?
key1=value1&key2=value2. || success | Function | No | Callback function upon call
success. || fail | Function | No | Callback function upon call failure. || complete | Function
| No | Callback function upon call completion (to be executed upon either call success or
failure). |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_route_redirectto

my.redirectTo {#myredirectto}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.redirectTo

2022-07-03 18:44

Close the current page and jump to the specified page within the application.

Sample Code

copy

```
my.redirectTo({
  url: 'new_page?count=100'
})
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || url | String | Yes |
The application for the jumping does not include the destination page path of the tabBar.
The path can be followed by parameters. Rules for the parameters: The path and
parameter are separated with ?, the parameter key and the parameter value are connected
with =, and different parameters must be separated with &, such as path?
key1=value1&key2=value2. || success | Function | No | Callback function upon call

success || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_ui_route_redirectto

my.removeSavedFile {#myremovesavedfile}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.removeSavedFile

2021-05-09 18:43

Delete a saved file.

Sample Code

copy

```
my.getSavedFileList({
  success:(res)=>{
    my.removeSavedFile({
      apFilePath:res.fileList[0].apFilePath,
      success:(res)=>{
        console.log('remove success')
      }
    })
  }
});
```

Parameters

Object type with the following attributes:

||||| --- | --- | --- | --- | | **Property** | **Type** | **Required** | **Description** | | apFilePath | String | Yes | File path. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_file_removesavedfile

my.removeSavedFile {#myremovesavedfile}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.removeSavedFile

2022-07-03 18:44

Delete a saved file.

Sample Code

```
copy

my.getSavedFileList({
  success:(res)=>{
    my.removeSavedFile({
      apFilePath:res.fileList[0].apFilePath,
      success:(res)=>{
        console.log('remove success')
      }
    })
  }
});
```

Parameters

Object type with the following attributes:

Property	Type	Required	Description
apFilePath	String	Yes	File path.
success	Function	No	Callback function upon call success.
fail	Function	No	Callback function upon call failure.
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure).

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_File_removeSavedFile

my.removeStorage {#myremovestorage}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.removeStorage

2021-05-09 18:43

Remove cached data.

This is an asynchronous interface.

Removing the webview embedded storage data will not remove the storage data of the Mini Program.

Sample Code

copy

```
my.removeStorage({  
  key: 'currentCity',  
  success: function(){  
    my.alert({content: 'remove success'});  
  }  
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || key | String | Yes | Cache data key. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_storage_removestorage

my.removeStorage {#myremovestorage}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.removeStorage

2022-07-03 18:44

Remove cached data.

This is an asynchronous interface.

Removing the webview embedded storage data will not remove the storage data of the Mini Program.

Sample Code

copy

```
my.removeStorage({
  key: 'currentCity',
  success: function(){
    my.alert({content: 'remove success'});
  }
});
```

Parameters

Property	Type	Required	Description
key	String	Yes	Cache data key.
success	Function	No	Callback function upon call success.
fail	Function	No	Callback function upon call failure.
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure).

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Storage_removeStorage

my.removeStorageSync {#myremovestoragesync}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.removeStorageSync

2021-05-09 18:43

Remove cached data synchronously.

This is a synchronous interface.

Sample Code

copy

```
my.removeStorageSync({
  key: 'currentCity',
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || key | String | Yes | Cache data key. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_storage_removestoragesync

my.removeStorageSync {#myremovestoragesync}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.removeStorageSync

2022-07-03 18:44

Remove cached data synchronously.

| This is a synchronous interface.

Sample Code

copy

```
my.removeStorageSync({
  key: 'currentCity',
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || key | String | Yes | Cache data key. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Storage_removeStorageSync

my.request {#myrequest}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.request

2022-07-03 18:44

Network request of a Mini Program.

Notes

1. Configure the domain name whitelist at first under **Mini Program > Configuration > Server Domain Whitelist**. The Mini Program can only communicate with the domain names in the whitelist during the API calls: `my.request` (send HTTP request), `my.uploadFile` (upload file), and `my.downloadFile` (download file).
2. During the Mini Program development, in the developer tool, select whether to ignore the `httpRequest` domain name validity check under **Details > Domain name information**. If yes, the domain name validity will not be checked in the simulator, preview, and real machine debugging scenarios. However, before the Mini Program goes online, you must maintain the domain names in the whitelist, otherwise, the domain names cannot be effective in the official release.

Important: `my.request` request header is `{'content-type': 'application/json'}` by default, instead of `{'content-type': 'application/x-www-form-urlencoded'}`.

Sample Code

copy

```
my.request({
  url: 'https://httpbin.org/post',
  method: 'POST',
  data: {
    from: 'Mini Program',
    production: 'JSAPI',
  },
  dataType: 'json',
  success: function(res) {
    my.alert({content: 'success'});
  },
  fail: function(res) {
    my.alert({content: 'fail'});
  },
  complete: function(res) {
```

```

        my.hideLoading();
        my.alert({content: 'complete'});
    }
});

const task = my.request({url: 'https://httpbin.org/post'})
task.abort()

```

Parameters

||||| --- | --- | --- | --- | **Property** | **Type** | **Required** | **Description** | url | String | Yes | Target server url. | headers | Object | No | Set the request HTTP header. The default value is

```
{
  'content-type': 'application/json'
}
```

. | method | String | No | The default value is GET. Both GET and POST are supported. | data | Object | No | Request parameter. | timeout | Number | No | Timeout period in ms. The default value is 30000. | dataType | String | No | Expected format of the returned data. The following formats are supported:

- json
- text
- base64

The default format is json. | success | Function | No | The callback function for a successful API call. | fail | Function | No | The callback function for a failed API call. | complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Data Parameter Description

Data transferred to the server is eventually expressed in String. If the type is not String, the data will be converted into String. Conversion rules are:

- If the method is GET, the data will be converted into query string:
encodeURIComponent(k)=encodeURIComponent(v)&encodeURIComponent(k)=encodeURIComponent(v)...
- If the method is POST and the headers ['content-type'] is application/json, the data will be JSON serialized.
- If the method is POST and the headers ['content-type'] is application/x-www-form-urlencoded, the data will be converted into query string:
encodeURIComponent(k)=encodeURIComponent(v)&encodeURIComponent(k)=encodeURIComponent(v)...

Success Callback Function

The type of the incoming parameter is Object with the following attributes:

||||| --- | --- | --- | --- | **Property** | **Type** | **Description** | data | String | Response data. The format depends on the value of dataType in the request. | status | Number | Response code. | headers | Object | Response header. |

Error Code

||||---|---|| **Error | Description** || 2 | Incorrect parameter. Check whether the URL is in HTTPS format and all parameters are correct. || 4 | Not authorized to call the interface. The error might result from the following:

- The server domain whitelist is not configured. In this case, configure the server domain whitelist under Mini Program > Configuration > Server Domain Whitelist. The mini program can only communicate with the domains in the whitelist when calling the `my.request` and `my.uploadFile` APIs. If the server domain whitelist is updated, the whitelist comes effective only when a new version of the mini program is published.
- Errors occur with your account and you cannot login to the mini program platform. In this case, when you debug in the Mini Program studio, select *Ignore httpRequest domain name validity check* or *Ignore Webview domain name validity check* under Details > Domain name information, and then preview the debugging request.
- Check whether the HTTP request domain name is incorrect. || 12 | Network error. || 13 | Timeout. || 14 | Decoding failure. || 19 | HTTP error. || 20 | Request stopped/service end traffic limit. |

Note:

The error code of 14 might be returned in the following cases:

- When the value of `dataType` is `json`, the Mini Program framework firstly perform the `JSON.parse` operation on the returned results. If the parsing fails, the error code of 14 is returned.
- When the value of `dataType` is `text` and the returned content has a bad format, the error code of 14 is returned.

To solve the error, check whether the `dataType` setting is incorrect firstly.

Return Value

RequestTask

Network request task object.

Method

`RequestTask.abort()`

Note:

If **Not authorized to call the interface** is returned, configure the domain whitelist under Mini Program > Configuration > Server Domain Whitelist in the mini program platform.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_network_request

my.request {#myrequest}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.request

2021-05-09 18:43

Network request of a Mini Program.

Notes

1. Configure the domain name whitelist at first under Mini Program > Configuration > Server Domain Whitelist. The Mini Program can only communicate with the domain names in the whitelist during the API calls: `my.request` (send HTTP request), `my.uploadFile` (upload file), and `my.downloadFile` (download file).
2. During the Mini Program development, in the developer tool, select whether to ignore the `httpRequest` domain name validity check under Details > Domain name information. If yes, the domain name validity will not be checked in the simulator, preview, and real machine debugging scenarios. However, before the Mini Program goes online, you must maintain the domain names in the whitelist, otherwise, the domain names cannot be effective in the official release.

Important: `my.request` request header is `{'content-type': 'application/json'}` by default, instead of `{'content-type': 'application/x-www-form-urlencoded'}`.

Sample Code

copy

```
my.request({
  url: 'https://httpbin.org/post',
  method: 'POST',
  data: {
    from: 'Mini Program',
    production: 'JSAPI',
  },
  dataType: 'json',
  success: function(res) {
    my.alert({content: 'success'});
  },
  fail: function(res) {
    my.alert({content: 'fail'});
  },
  complete: function(res) {
```

```

        my.hideLoading();
        my.alert({content: 'complete'});
    }
});

const task = my.request({url: 'https://httpbin.org/post'})
task.abort()

```

Parameters

||||| --- | --- | --- | --- | **Property** | **Type** | **Required** | **Description** | url | String | Yes | Target server url. || headers | Object | No | Set the request HTTP header. The default value is

```
{'content-type': 'application/json'}
. || method | String | No | The default value is GET. Both GET and POST are supported. || data | Object | No | Request parameter. || timeout | Number | No | Timeout period in ms. The default value is 30000. || dataType | String | No | Expected format of the returned data. The following formats are supported:
```

- json
- text
- base64

The default format is json. || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Data Parameter Description

Data transferred to the server is eventually expressed in String. If the type is not String, the data will be converted into String. Conversion rules are:

- If the method is GET, the data will be converted into query string:
encodeURIComponent(k)=encodeURIComponent(v)&encodeURIComponent(k)=encodeURIComponent(v)...
- If the method is POST and the headers ['content-type'] is application/json, the data will be JSON serialized.
- If the method is POST and the headers ['content-type'] is application/x-www-form-urlencoded, the data will be converted into query string:
encodeURIComponent(k)=encodeURIComponent(v)&encodeURIComponent(k)=encodeURIComponent(v)...

Success Callback Function

The type of the incoming parameter is Object with the following attributes:

||||| --- | --- | --- | --- | **Property** | **Type** | **Description** | data | String | Response data. The format depends on the value of dataType in the request. || status | Number | Response code. || headers | Object | Response header. |

Error Code

||||---|| Error | Description || 2 | Incorrect parameter. Check whether the URL is in HTTPS format and all parameters are correct. || 4 | Not authorized to call the interface. The error might result from the following:

- The server domain whitelist is not configured. In this case, configure the server domain whitelist under Mini Program > Configuration > Server Domain Whitelist. The mini program can only communicate with the domains in the whitelist when calling the `my.request` and `my.uploadFile` APIs. If the server domain whitelist is updated, the whitelist comes effective only when a new version of the mini program is published.
- Errors occur with your account and you cannot login to the mini program platform. In this case, when you debug in the Mini Program studio, select *Ignore httpRequest domain name validity check* or *Ignore Webview domain name validity check* under Details > Domain name information, and then preview the debugging request.
- Check whether the HTTP request domain name is incorrect. || 12 | Network error. || 13 | Timeout. || 14 | Decoding failure. || 19 | HTTP error. || 20 | Request stopped/service end traffic limit. |

Note:

The error code of 14 might be returned in the following cases:

- When the value of `dataType` is `json`, the Mini Program framework firstly perform the `JSON.parse` operation on the returned results. If the parsing fails, the error code of 14 is returned.
- When the value of `dataType` is `text` and the returned content has a bad format, the error code of 14 is returned.

To solve the error, check whether the `dataType` setting is incorrect firstly.

Return Value

RequestTask

Network request task object.

Method

`RequestTask.abort()`

Note:

If **Not authorized to call the interface** is returned, configure the domain whitelist under Mini Program > Configuration > Server Domain Whitelist in the mini program platform.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_network_request

my.saveFile {#mysavefile}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.saveFile

2021-05-09 18:43

Save file in a local position (total capacity of local file size is limited to 10 MB).

Sample Code

copy

```
my.chooseImage({
  success: (res) => {
    my.saveFile({
      apFilePath: res.apFilePaths[0],
      success: (res) => {
        console.log(JSON.stringify(res))
      },
    });
  },
});
```

Parameters

Object type with the following attributes:

Property	Type	Required	Description
apFilePath	String	Yes	File path.
success	Function	No	Callback function upon call success.
fail	Function	No	Callback function upon call failure.
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure).

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

Property	Type	Description
apFilePath	String	File save path.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_file_savefile

my.saveFile {#mysavefile}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.saveFile

2022-07-03 18:44

Save file in a local position (total capacity of local file size is limited to 10 MB).

Sample Code

copy

```
my.chooseImage({
  success: (res) => {
    my.saveFile({
      apFilePath: res.apFilePaths[0],
      success: (res) => {
        console.log(JSON.stringify(res))
      },
    });
  },
});
```

Parameters

Object type with the following attributes:

Property	Type	Required	Description
apFilePath	String	Yes	File path.
success	Function	No	Callback function upon call success.
fail	Function	No	Callback function upon call failure.
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure).

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

Property	Type	Description
apFilePath	String	File save path.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_file_savefile

my.saveImage {#mysaveimage}

Last updated: 2021-05-09

Path: *miniprogram_gcash*

my.saveImage

2021-05-09 18:43

Save the online images to a device camera gallery.

Sample Code

copy

```
my.saveImage({url:'https://img.example.com/example.jpg'});
```

Parameters

||| | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || url | String | Yes | URL of the image to be saved. || showActionSheet | Boolean | No | Whether to show the menu when saving image, by default it is true. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Error Code

||| | --- | --- || **Error | Description** || 2 | Invalid parameter, no url parameter transferred.
|| 15 | Album right not enabled (iOS only). || 16 | Insufficient album storage on
cellphone (iOS only). || 17 | Other errors during picture saving. |

九色鹿

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_media_image_saveimage

my.saveImage {#mysaveimage}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.saveImage

2022-07-03 18:44

Save the online images to a device camera gallery.

Sample Code

copy

```
my.saveImage({url:'https://img.example.com/example.jpg'});
```

Parameters

|| | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || url | String | Yes | URL of the image to be saved. || showActionSheet | Boolean | No | Whether to show the menu when saving image; By default, it is false. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Error Code

||| | --- | --- || **Error** | **Description** || 2 | Invalid parameter, no url parameter transferred.
|| 15 | Album right not enabled (iOS only). || 16 | Insufficient album storage on
cellphone (iOS only). || 17 | Other errors during picture saving. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Media_Image_saveImage

my.scan {#myscan}

Last updated: 2022-07-03

Path: *miniprogram_gcash*

my.scan

2022-07-03 18:44

Call the scan QR code or bar code function.

Hint: after calling `my.scan` API, the `onHide()` and `onShow()` lifecycle callback function of App and Page will be executed. The following is the executing sequence:

`App.onHide() -> Page.onHide() -> App.onShow() -> Page.onShow()`.

Sample Code

copy

```
Page({
  scan() {
    my.scan({
      type: 'qr',
      success: (res) => {
        my.alert({ title: res.code });
      },
    });
  }
})
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || type | String | No | Type for scanning (qr by default):

1. `qr`: two-dimensional QR scanning frame.
2. `bar`: Linear barcode scanning frame. || `hideAlbum` | Boolean | No | Hide album entry or not. If it is `false`, there will be an entry for user to select a picture from the album as the scanned picture. Otherwise, user will use camera to scan the content directly. By default, its value is `false`. || `success` | Function | No | Callback function upon call success. || `fail` | Function | No | Callback function upon call failure. || `complete` | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- || **Property** | **Type** | **Description** || `code` | String | Data returned from scanning. || `qrCode` | String | QR code data returned from scanning. || `barCode` | String | Bar code data returned from scanning. |

Error Code

|||| --- | --- || **Error** | **Description** || 10 | User cancellation. || 11 | Operation failure. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Device_Scan

my.scan {#myscan}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.scan

2021-05-09 18:43

Call the scan QR code or bar code function.

Hint: after calling `my.scan` API, the `onHide()` and `onShow()` lifecycle callback function of App and Page will be executed. The following is the executing sequence:

`App.onHide() -> Page.onHide() -> App.onShow() -> Page.onShow()`.

Sample Code

copy

```
Page({
  scan() {
    my.scan({
      type: 'qr',
      success: (res) => {
        my.alert({ title: res.code });
      },
    });
  }
})
```

Parameters

Property	Type	Required	Description
type	String No		Type for scanning (qr by default):

1. `qr`: two-dimensional QR scanning frame.

2. `bar`: Linear barcode scanning frame. || `hideAlbum` | Boolean | No | Hide album entry or not. If it is `false`, there will be an entry for user to select a picture from the album as the scanned picture. Otherwise, user will use camera to scan the content directly. By default, its value is `false`. || `success` | Function | No | Callback function upon call success. || `fail` | Function | No | Callback function upon call failure. || `complete` | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

--- --- ---	Property	Type	Description
code String	Data returned from scanning.	qrCode String	QR code data returned from scanning.
barCode String	Bar code data returned from scanning.		

Error Code

--- --- ---	Error	Description
10 User cancellation.	11 Operation failure.	

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_scan_scan

my.sendSocketMessage {#mysendsocketmessage}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.sendSocketMessage

2021-05-09 18:43

Use this API to send data over WebSocket connection. Call [my.connectSocket](#) first and send data after the [my.onSocketOpen](#) callback.

Sample Code

copy

```
my.sendSocketMessage({
  data: this.data.toSendMessage, // The data to be sent
  success: (res) => {
    my.alert({content: 'The data sent!' +
this.data.toSendMessage});
  },
});
```

Note: The case is only for reference. Please use your own URL to test.

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || data | String | Yes |
The data to be sent, in text string or base64 encoded string. || isBuffer | Boolean | No | If
the value of this field is true, the data field represents the received base64 encoded
binary strings. If the value of this field is empty, the data field represents normal strings. |
| success | Function | No | The callback function for a successful API call. || fail | Function
| No | The callback function for a failed API call. || complete | Function | No | The
callback function used when the API call is completed. This function is always executed
no matter the call succeeds or fails. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_network_sendsocketmessage

my.sendSocketMessage {#mysendsocketmessage}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.sendSocketMessage

2022-07-03 18:44

Use this API to send data over WebSocket connection. Call [my.connectSocket](#) first and
send data after the [my.onSocketOpen](#) callback.

Sample Code

copy

```
my.sendSocketMessage({
  data: this.data.toSendMessage, // The data to be sent
  success: (res) => {
    my.alert({content: 'The data sent!' +
this.data.toSendMessage});
  },
});
```

Note: The case is only for reference. Please use your own URL to test.

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || data | String | Yes |
The data to be sent, in text string or base64 encoded string. || isBuffer | Boolean | No | If
the value of this field is true, the data field represents the received base64 encoded
binary strings. If the value of this field is empty, the data field represents normal strings. ||
success | Function | No | The callback function for a successful API call. || fail | Function
| No | The callback function for a failed API call. || complete | Function | No | The
callback function used when the API call is completed. This function is always executed
no matter the call succeeds or fails. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_network_sendsocketmessage

my.setBackgroundColor {#mysetbackgroundcolor}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.setBackgroundColor

2021-05-09 18:43

Dynamically set window background color.

Sample Code

copy

```
my.setBackgroundColor({
  backgroundColor: '#ff0000',
  backgroundColorTop: '#00ff00',
  backgroundColorBottom: '#ff00ff'
})
```

Parameters

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || backgroundColor |
HexColor | No | Window background color. For Android, this property is mandatory. ||
backgroundColorTop | HexColor | No | Top window background color, supported in iOS
only. || backgroundColorBottom | HexColor | No | Bottom window background color,

supported in iOS only. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_set-background_setbackgroundcolor

my.setBackgroundColor {#mysetbackgroundcolor}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.setBackgroundColor

2022-07-03 18:44

Dynamically set window background color.

Sample Code

copy

```
my.setBackgroundColor({  
    backgroundColor: '#ff0000',  
    backgroundColorTop: '#00ff00',  
    backgroundColorBottom: '#ff00ff'  
})
```

Parameters

The incoming parameter is of the Object type with the following attributes:

Property	Type	Required	Description
backgroundColor	HexColor	No	Window background color. For Android, this property is mandatory.
backgroundColorTop	HexColor	No	Top window background color, supported in iOS only.
backgroundColorBottom	HexColor	No	Bottom window background color, supported in iOS only.
success	Function	No	Callback function upon call success.
fail	Function	No	Callback function upon call failure.
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure).

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_ui_set-background_setbackgroundcolor

my.setCanPullDown {#mysetcanpulldown}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.setCanPullDown

2021-05-09 18:43

Set whether to support pull-down on the page (supported by default on Mini Program pages).

Sample Code

copy

```
my.setCanPullDown({  
    canPullDown:true  
)
```

Parameters

The incoming parameter is of the Object type with the following attributes:

Property	Type	Required	Description
canPullDown	Boolean	Yes	Support pull-down or not.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_set-pulldown_setcampulldown

my.setCanPullDown {#mysetcanpulldown}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.setCanPullDown

2022-07-03 18:44

Set whether to support pull-down on the page (supported by default on Mini Program pages).

Sample Code

copy

```
my.setCanPullDown({
  canPullDown:true
})
```

Parameters

The incoming parameter is of the Object type with the following attributes:

	Property	Type	Required	Description
canPullDown	Boolean	Yes	Support pull-down or not.	

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_ui_set-pulldown_setcanpulldown

my.setClipboard {#mysetclipboard}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.setClipboard

2022-07-03 18:44

Set the clipboard data.

Sample Code

copy

```
Page({
  data: {
    text: '3.1415926',
    copy: '',
  },
  handleCopy() {
    my.setClipboard({
      text: this.data.text,
    });
  }
});
```

```
 },  
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || text | String | Yes | Clipboard data. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_clipboard_setclipboard

my.setClipboard {#mysetclipboard}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.setClipboard

2021-05-09 18:43

Set the clipboard data.

Sample Code

copy

```
Page({  
  data: {  
    text: '3.1415926',  
    copy: '',  
  },  
  
  handleCopy() {  
    my.setClipboard({  
      text: this.data.text,  
    });  
  },  
});
```

Parameters

Property	Type	Required	Description
Clipboard data.	text	String	Yes
success	Function	No	Callback function upon call success.
fail	Function	No	Callback function upon call failure.
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure).

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_clipboard_setclipboard

my.setKeepScreenOn {#mysetkeepscreenon}

Last updated: 2021-05-10

Path: miniprogram_gcash

my.setKeepScreenOn

2021-05-10 03:43

Set whether to keep screen on Takes effect in the current Mini Program only.

Sample Code

copy

```
<!-- API-DEMO page/API/screen/screen.axml-->
<view class="page">
    <view class="page-description">Screen brightness API</view>
    <view class="page-section">
        <view class="page-section-title">Set whether to keep screen on</view>
        <view class="page-section-demo">
            <switch checked="{{status}}" onChange="switchKeepScreenOn"/>
        </view>
    </view>
    <view class="page-section">
        <view class="page-section-title">Set screen brightness</view>
        <view class="page-section-demo">
            <slider value="{{brightness}}" max="1" min="0" onChange="sliderChange" step="0.02"/>
        </view>
    </view>
    <view class="page-section">
        <view class="page-section-title">Get screen brightness</view>
        <view class="page-section-demo">
```

```
<button type="primary" onTap="getBrightness">Get screen  
brightness</button>  
    </view>  
  </view>  
</view>  
  
copy  
  
// API-DEMO page/API/screen/screen.js  
Page({  
  data: {  
    status: false,  
    brightness: 1,  
  },  
  onLoad() {  
    my.getScreenBrightness({  
      success: res => {  
        this.setData({  
          brightness: res.brightness  
        })  
      },  
    })  
  },  
  sliderChange(e) {  
    my.setScreenBrightness({  
      brightness: e.detail.value,  
      success: (res) => {  
        this.setData({  
          brightness: e.detail.value,  
        })  
      }  
    })  
  },  
  switchKeepScreenOn(e) {  
    my.setKeepScreenOn({  
      keepScreenOn: e.detail.value,  
      success: (res) => {  
        this.setData({  
          status: e.detail.value,  
        })  
      }  
    })  
  },  
  getBrightness() {  
    my.getScreenBrightness({  
      success: res => {  
        my.alert({  
          content: `Current screen brightness: ${res.brightness}`  
        });  
      }  
    })  
  },
```

```

    }
});
```

Parameters

Object type with the following attributes:

Property	Type	Required	Description
keepScreenOn	Boolean	Yes	Whether to keep screen on.
success	Function	No	Callback function upon call success.
fail	Function	No	Callback function upon call failure.
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure).

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_screen_setkeepscreenon

my.setKeepScreenOn {#mysetkeepscreenon}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.setKeepScreenOn

2022-07-03 18:44

Set whether to keep screen on Takes effect in the current Mini Program only.

Sample Code

copy

```
<!-- API-DEMO page/API/screen/screen.axml-->
<view class="page">
  <view class="page-description">Screen brightness API</view>
  <view class="page-section">
    <view class="page-section-title">Set whether to keep screen on</view>
    <view class="page-section-demo">
      <switch checked="{{status}}" onChange="switchKeepScreenOn"/>
    </view>
  </view>
  <view class="page-section">
    <view class="page-section-title">Set screen brightness</view>
    <view class="page-section-demo">
```

```
<slider value="{{brightness}}" max="1" min="0"
onChange="sliderChange" step="0.02"/>
</view>
</view>
<view class="page-section">
    <view class="page-section-title">Get screen brightness</view>
    <view class="page-section-demo">
        <button type="primary" onTap="getBrightness">Get screen
brightness</button>
    </view>
</view>
</view>
```

copy

// API-DEMO page/API/screen/screen.js

```
Page({
    data: {
        status: false,
        brightness: 1,
    },
    onLoad() {
        my.getScreenBrightness({
            success: res => {
                this.setData({
                    brightness: res.brightness
                })
            },
        })
    },
    sliderChange(e) {
        my.setScreenBrightness({
            brightness: e.detail.value,
            success: (res) => {
                this.setData({
                    brightness: e.detail.value,
                })
            }
        })
    },
    switchKeepScreenOn(e) {
        my.setKeepScreenOn({
            keepScreenOn: e.detail.value,
            success: (res) => {
                this.setData({
                    status: e.detail.value,
                })
            }
        })
    },
    getBrightness() {
        my.getScreenBrightness({
```

```

        success: res => {
          my.alert({
            content: `Current screen brightness: ${res.brightness}`
          });
        }
      }
    );
  );
}
);

```

Parameters

Object type with the following attributes:

Property	Type	Required	Description
keepScreenOn	Boolean	Yes	Whether to keep screen on.
success	Function	No	Callback function upon call success.
fail	Function	No	Callback function upon call failure.
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure).

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_screen_setkeepscreenon

my.setNavigationBar {#mysetnavigationbar}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.setNavigationBar

2021-05-09 18:43

Set the navigation bar text and style.

Sample Code

copy

```

my.setNavigationBar({
  title: 'hello',
  backgroundColor: '#108ee9',
  success() {
    my.alert({
      content: 'Success',

```

```

    });
},
fail() {
  my.alert({
    content: 'Failed',
  });
},
);
}
);

```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || title | String | No | Navigation bar title. || image | String | No | Picture link address, must be https. Use 3x high-definition pictures. If the image is set, the title parameter is inactive. || backgroundColor | String | No | Navigation bar background color, supporting hex color value. || borderBottomColor | String | No | Navigation bar bottom border color, supporting hex color value If the backgroundColor is set, the borderBottomColor does not take effect. The backgroundColor is used by default. || reset | Boolean | No | Whether the navigation bar is reset to the default color, false by default. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_navigationbar_setnavigationbar

my.setNavigationBar {#mysetnavigationbar}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.setNavigationBar

2022-07-03 18:44

Set the navigation bar text and style.

Sample Code

copy

```

my.setNavigationBar({
  title: 'hello',
  backgroundColor: '#108ee9',
  success() {

```

```
    my.alert({
        content: 'Success',
    });
},
fail() {
    my.alert({
        content: 'Failed',
    });
},
});
```

Parameters

Navigation bar title. || image | String | No | Picture link address, must be https. Use 3x high-definition pictures. If the image is set, the title parameter is inactive. Currently, SVG images are not supported. || backgroundColor | String | No | Navigation bar background color, supporting hex color value. || borderBottomColor | String | No | Navigation bar bottom border color, supporting hex color value If the backgroundColor is set, the borderBottomColor does not take effect. The backgroundColor is used by default. || reset | Boolean | No | Whether the navigation bar is reset to the default color, false by default. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

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Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_UI_NavigationBar_setNavigationBar

my.setScreenBrightness {#mysetscreenbrightness}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.setScreenBrightness

2022-07-03 18:44

Set screen brightness

Sample Code

copy

```
<!-- API-DEMO page/API/screen/screen.axml-->
<view class="page">
    <view class="page-description">Screen brightness API</view>
    <view class="page-section">
        <view class="page-section-title">Set whether to keep screen on</view>
        <view class="page-section-demo">
            <switch checked="{{status}}" onChange="switchKeepScreenOn"/>
        </view>
    </view>
    <view class="page-section">
        <view class="page-section-title">Set screen brightness</view>
        <view class="page-section-demo">
            <slider value="{{brightness}}" max="1" min="0" onChange="sliderChange" step="0.02"/>
        </view>
    </view>
    <view class="page-section">
        <view class="page-section-title">Get screen brightness</view>
        <view class="page-section-demo">
            <button type="primary" onTap="getBrightness">Get screen brightness</button>
        </view>
    </view>
</view>
```

copy

```
// API-DEMO page/API/screen/screen.js
Page({
    data: {
        status: false,
        brightness: 1,
    },
    onLoad() {
        my.getScreenBrightness({
            success: res => {
                this.setData({
                    brightness: res.brightness
                })
            },
        })
    },
    sliderChange(e) {
        my.setScreenBrightness({
            brightness: e.detail.value,
            success: (res) => {

```

```

        this.setData({
            brightness: e.detail.value,
        })
    }
},
switchKeepScreenOn(e) {
    my.setKeepScreenOn({
        keepScreenOn: e.detail.value,
        success: (res) => {
            this.setData({
                status: e.detail.value,
            })
        }
    })
},
getBrightness() {
    my.getScreenBrightness({
        success: res => {
            my.alert({
                content: `Current screen brightness: ${res.brightness}`
            });
        }
    })
}
);

```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || brightness |
Number | Yes | Screen brightness for the setting, range 0-1. || success | Function | No |
Callback function upon call success. || fail | Function | No | Callback function upon call
failure. || complete | Function | No | Callback function upon call completion (to be
executed upon either call success or failure). |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_screen_setscreenbrightness

my.setScreenBrightness {#mysetscreenbrightness}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.setScreenBrightness

2021-05-09 18:43

Set screen brightness

Sample Code

copy

```
<!-- API-DEMO page/API/screen/screen.axml-->
<view class="page">
    <view class="page-description">Screen brightness API</view>
    <view class="page-section">
        <view class="page-section-title">Set whether to keep screen on</view>
        <view class="page-section-demo">
            <switch checked="{{status}}" onChange="switchKeepScreenOn"/>
        </view>
    </view>
    <view class="page-section">
        <view class="page-section-title">Set screen brightness</view>
        <view class="page-section-demo">
            <slider value="{{brightness}}" max="1" min="0" onChange="sliderChange" step="0.02"/>
        </view>
    </view>
    <view class="page-section">
        <view class="page-section-title">Get screen brightness</view>
        <view class="page-section-demo">
            <button type="primary" onTap="getBrightness">Get screen brightness</button>
        </view>
    </view>
</view>
```

copy

```
// API-DEMO page/API/screen/screen.js
Page({
    data: {
        status: false,
        brightness: 1,
    },
    onLoad() {
        my.getScreenBrightness({
            success: res => {
                this.setData({
                    brightness: res.brightness
                })
            },
        })
    },
})
```

```

    sliderChange(e) {
      my.setScreenBrightness({
        brightness: e.detail.value,
        success: (res) => {
          this.setData({
            brightness: e.detail.value,
          })
        }
      })
    },
    switchKeepScreenOn(e) {
      my.setKeepScreenOn({
        keepScreenOn: e.detail.value,
        success: (res) => {
          this.setData({
            status: e.detail.value,
          })
        }
      })
    },
    getBrightness() {
      my.getScreenBrightness({
        success: res => {
          my.alert({
            content: `Current screen brightness: ${res.brightness}`
          });
        }
      })
    }
  );
}
);

```

Parameters

Property	Type	Required	Description
brightness	Number	Yes	Screen brightness for the setting, range 0-1.
success	Function	No	Callback function upon call success.
fail	Function	No	Callback function upon call failure.
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure).

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_screen_setscreenbrightness

my.setScreenOrientation {#mysetscreenorientation}

Last updated: 2022-07-04

Path: miniprogram_gcash

my.setScreenOrientation

2022-07-04 03:44

Call this API to set screen orientation.

Note: For Android, calling this API to set screen orientation will be effective for all pages on the current mini program by default. When this API is called on a page to set the screen orientation, for example, to `portrait`, the screen orientation of all subpages entering from this page will also be `portrait`, the same as that of this page. Through certain processing, when returning from this page to previous pages, the orientation of these pages will not be affected.

Sample code

copy

```
my.setScreenOrientation({
  orientation: 'portrait',
  success: (res) => {
    my.alert({
      title: 'success',
      content: JSON.stringify(res)
    })
  },
  fail: (res) => {
    my.alert({
      title: 'fail',
      content: JSON.stringify(res)
    })
  }
})
```

Parameters

		---		---		---		---		Property		Type		Required		Description		orientation		String							
Yes		Indicates the orientation of the screen, <code>portrait</code> or <code>landscape</code> .		success		Function		No		Callback function upon call success		fail		Function		No		Callback function upon call failure		complete		Function		No		Callback function upon call completion (to be executed upon either call success or failure)	

Success callback function

		---		---		---		Property		Type		Description		success		Boolean		Specifies whether the call is successful. When the value is <code>true</code> , the call is successful.	
--	--	-----	--	-----	--	-----	--	----------	--	------	--	-------------	--	---------	--	---------	--	---	--

Fail callback function

||||| --- | --- | --- || **Property** | **Type** | **Description** || error | Number | The error code for the failure || errorMessage | String | The error message that describes the result code in detail |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_screen_setscreenorientation

my.setStorage {#mysetstorage}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.setStorage

2022-07-03 18:44

Store the data with a specified key in the local cache. This will overlap\ the original data using the same key.

This is an asynchronous interface.

Support the isolation of webview-embedded storage and the Mini Program storage. Specifying key storage data in embedded webview does not overlap the data corresponding to the same key of the Mini Program itself.

Sample Code

copy

```
my.setStorage({
  key: 'currentCity',
  data: {
    cityName: 'London',
    adCode: '330100',
    spell: ' London',
  },
  success: function() {
    my.alert({content: 'Set Success'});
  }
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || key | String | Yes | Cache data key. || data | Object/String | Yes | Data to be cached. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Note: When a single data is converted into a string, the string length is maximum 200*1024. For the same user, the cache of one Mini Program has an upper limit 10MB.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_storage_setstorage

my.setStorage {#mysetstorage}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.setStorage

2021-05-09 18:43

Store the data with a specified key in the local cache. This will overlap\ the original data using the same key.

This is an asynchronous interface.

Support the isolation of webview-embedded storage and the Mini Program storage. Specifying key storage data in embedded webview does not overlap the data corresponding to the same key of the Mini Program itself.

Sample Code

copy

```
my.setStorage({
  key: 'currentCity',
  data: {
    cityName: 'London',
    adCode: '330100',
    spell: ' London',
  },
  success: function() {
    my.alert({content: 'Set Success'});
  }
});
```

```

    }
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || key | String | Yes | Cache data key. || data | Object/String | Yes | Data to be cached. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Note: When a single data is converted into a string, the string length is maximum 200*1024. For the same user, the cache of one Mini Program has an upper limit 10MB.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_storage_setstorage

my.setStorageSync {#mysetstoragesync}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.setStorageSync

2022-07-03 18:44

Store synchronously the data in the specified key in the local cache.

This is a synchronous interface.

Sample Code

copy

```
my.setStorageSync({
  key: 'currentCity',
  data: {
    cityName: 'London',
    adCode: '330100',
    spell: ' London',
  }
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || key | String | Yes | Cache data key. || data | Object/String | Yes | Data to be cached. |

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Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_storage_setstoragesync

my.setStorageSync {#mysetstoragesync}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.setStorageSync

2021-05-09 18:43

Store synchronously the data in the specified key in the local cache.

| This is a synchronous interface.

Sample Code

copy

```
my.setStorageSync({
  key: 'currentCity',
  data: {
    cityName: 'London',
    adCode: '330100',
    spell: ' London',
  }
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || key | String | Yes | Cache data key. || data | Object/String | Yes | Data to be cached. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_storage_setstoragesync

my.setTabBarStyle {#mysettabbarstyle}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.setTabBarStyle

2022-07-03 18:44

Use this API to set the overall style of the tab bar, such as the text color, background color and border style.

For more information, see [Tab bar FAQ](#).

Note:

Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```
my.setTabBarStyle({
  color: '#FF0000',
  selectedColor: '#00FF00',
  backgroundColor: '#0000FF',
  borderColor: 'white'
})
```

Parameters

Property	Type	Required	Description
color	HexColor	Yes	The default color of text on tab.
selectedColor	HexColor	Yes	The color of the selected text on tab.
backgroundColor	HexColor	Yes	The background color of tab.
borderStyle	String	Yes	The border color of tab bar, which only supports black / white.
success	Function	No	The callback function for a successful API call.
fail	Function	No	The callback function for a failed API call.
complete	Function	No	The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails.

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_ui_tabbar_settabbarstyle

my.setTabBarStyle {#mysettabbarstyle}

Last updated: 2021-05-10

Path: miniprogram_gcash

my.setTabBarStyle

2021-05-10 03:43

Use this API to set the overall style of the tab bar, such as the text color, background color and border style.

For more information, see [Tab bar FAQ](#).

Note:

Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```
my.setTabBarStyle({
  color: '#FF0000',
  selectedColor: '#00FF00',
  backgroundColor: '#0000FF',
  borderColor: 'white'
})
```

Parameters

Property	Type	Required	Description
color	HexColor	Yes	The default color of text on tab.
selectedColor	HexColor	Yes	The color of the selected text on tab.
backgroundColor	HexColor	Yes	The background color of tab.
borderStyle	String	Yes	The border color of tab bar, which only supports black / white.
success	Function	No	The callback function for a successful API call.
fail	Function	No	The callback function for a failed API call.
complete	Function	No	The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_tabbar_settabbarstyle

my.showActionSheet {#myshowactionsheet}

Last updated: 2022-07-04

Path: miniprogram_gcash

my.showActionSheet

2022-07-04 03:44

Use this API to display the operation menu.

Sample Code

index.json

copy

```
// API-DEMO page/API/action-sheet/action-sheet.json
{
    "defaultTitle": "Operation Menu"
}
```

index.axml

copy

```
<!-- API-DEMO page/API/action-sheet/action-sheet.axml-->
<view class="page">
    <view class="page-description">Action sheet API</view>
    <view class="page-section">
        <view class="page-section-title">my.showActionSheet</view>
        <view class="page-section-demo">
            <button type="primary" onTap="showActionSheet">Show Action Sheet</button>
        </view>
    </view>
</view>
```

index.js

copy

```
// API-DEMO page/API/action-sheet/action-sheet.js
Page({
    showActionSheet() {
        my.showActionSheet({
            title: 'ActionSheet',
            items: ['Menu 1', 'Menu 2', 'Menu3'],

```

```

cancelButtonText: 'Cancel',
success: (res) => {
    const btn = res.index === -1 ? 'Cancel' : 'No' + res.index +
    '';
    my.alert({
        title: `You clicked ${btn} button`
    });
},
},
},
);

```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || title | String | No |
The title of the menu. || items | String Array | Yes | The text array of the menu button. ||
cancelButtonText | String | No | Text on the cancel button, which is "Cancel" by default.

Note:

This field is invalid for Android and the cancel button will not be displayed. ||
destructiveBtnIndex | Number | No | This field specifies the index number of a specific
button. The value starts from 0.

Used for buttons to delete or clear data or the ones in similar scenarios. The default color
is red. || badges | Object Array | No | For the array with red option. See badges
parameters below for the fields in the array. || success | Function | No | The callback
function for a successful API call. || fail | Function | No | The callback function for a
failed API call. || complete | Function | No | The callback function used when the API call
is completed. This function is always executed no matter the call succeeds or fails. |

Badges parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Description** || index | Number | The index of the
option that needs use red marks, starting from 0. || type | String | Red mark types. Valid
values are:

- none: no red mark
- point: red mark
- num: numerical red mark
- text: texts in red || text | String | Customized red mark:
- This field is optional when the value of type is none/ point/more;
- When the value of type is num, but the value of this field has decimals, not greater than
0, or not less than 100, this field is not displayed. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_ui_feedback_showactionsheet

my.showActionSheet {#myshowactionsheet}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.showActionSheet

2021-05-09 18:43

Use this API to display the operation menu.

Sample Code

index.json

copy

```
// API-DEMO page/API/action-sheet/action-sheet.json
{
    "defaultTitle": "Operation Menu"
}
```

index.axml

copy

```
<!-- API-DEMO page/API/action-sheet/action-sheet.axml-->
<view class="page">
    <view class="page-description">Action sheet API</view>
    <view class="page-section">
        <view class="page-section-title">my.showActionSheet</view>
        <view class="page-section-demo">
            <button type="primary" onTap="showActionSheet">Show Action Sheet</button>
        </view>
    </view>
</view>
```

index.js

copy

```
// API-DEMO page/API/action-sheet/action-sheet.js
Page({
    showActionSheet() {
        my.showActionSheet({
            title: 'ActionSheet',
            items: ['Menu 1', 'Menu 2', 'Menu3'],
            cancelButtonTitle: 'Cancel',
            success: (res) => {
                const btn = res.index === -1 ? 'Cancel' : 'No' + res.index +
            '';
        });
    }
});
```

```

        my.alert({
            title: `You clicked ${btn} button`
        });
    },
});
},
);
}
);

```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || title | String | No |

The title of the menu. || items | String Array | Yes | The text array of the menu button. ||

cancelButtonText | String | No | Text on the cancel button, which is "Cancel" by default.

Note:

This field is invalid for Android and the cancel button will not be displayed. ||

destructiveBtnIndex | Number | No | This field specifies the index number of a specific button. The value starts from 0.

Used for buttons to delete or clear data or the ones in similar scenarios. The default color is red. || badges | Object Array | No | For the array with red option. See badges parameters below for the fields in the array. || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Badges parameters

||||| --- | --- | --- || **Property** | **Type** | **Description** || index | Number | The index of the

option that needs use red marks, starting from 0. || type | String | Red mark types. Valid values are:

- none: no red mark
- point: red mark
- num: numerical red mark
- text: texts in red || text | String | Customized red mark:
 - This field is optional when the value of type is none/ point/more;
 - When the value of type is num, but the value of this field has decimals, not greater than 0, or not less than 100, this field is not displayed. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_feedback_showactionsheet

my.showAuthGuide {#myshowauthguide}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.showAuthGuide

2021-05-09 18:43

Pop up dialog for user in form of (image, text, etc.) via the permission guide module. To advice the user to turn on the related permission. The permission guide is used to advice rather than to validate the permission. The call timing is when the service party confirms the required permission is limited. In addition, the permission guide pop-up is subject to fatigue and other factors.

Sample Code

copy

```
// API-DEMO page/API/show-auth-guide/show-auth-guide.json
{
    "defaultTitle": "Permission guide"
}
```

copy

```
<!-- API-DEMO page/API/show-auth-guide/show-auth-guide.axml-->
<view class="page">
    <view class="page-description">Permission guide API</view>
    <view class="page-section">
        <view class="page-section-title">my.showAuthGuide</view>
        <view class="page-section-demo">
            <button type="primary" onTap="showAuthGuide">Permission
            guide</button>
        </view>
    </view>
</view>
```

copy

```
// API-DEMO page/API/show-auth-guide/show-auth-guide.js
Page({
    showAuthGuide() {
        my.showAuthGuide({
            authType: 'LBS',
            success: (res)=>{
                //When shown is true, it indicates the permission guide
                //pop-up will be shown; when it is false, it indicates the user has
                //allowed the permission.
                my.alert({content: 'Call success: '+JSON.stringify(res),
            });
            },
            fail:(error)=>{
                my.alert({content: 'Call failure: '+JSON.stringify(error),
            });
            },
        });
    }
});
```

```
  },
});
```

Parameters

String type with the following attributes:

	Property	Type	Required	Description
authType	String	Yes	Identifier of the permission under guide, used to identify the type of the permission (such as LBS).	
success	Function	No	Callback function upon call success.	
fail	Function	No	Callback function upon call failure.	
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure).	

Supported authType

Permission name	Permission code
Microphone permission	MICROPHONE
Addressbook permission	ADDRESSBOOK
Camera permission	CAMERA
Photo permission	PHOTO
Lbs switch	LBS

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_permission_showauthguide

my.showAuthGuide {#myshowauthguide}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.showAuthGuide

2022-07-03 18:44

Pop up dialog for user in form of (image, text, etc.) via the permission guide module. To advice the user to turn on the related permission. The permission guide is used to advice rather than to validate the permission. The call timing is when the service party confirms the required permission is limited. In addition, the permission guide pop-up is subject to fatigue and other factors.

Sample Code

copy

```
// API-DEMO page/API/show-auth-guide/show-auth-guide.json
{
```

```

        "defaultTitle": "Permission guide"
    }

copy

<!-- API-DEMO page/API/show-auth-guide/show-auth-guide.axml-->
<view class="page">
    <view class="page-description">Permission guide API</view>
    <view class="page-section">
        <view class="page-section-title">my.showAuthGuide</view>
        <view class="page-section-demo">
            <button type="primary" onTap="showAuthGuide">Permission
            guide</button>
        </view>
    </view>
</view>

```

copy

```

// API-DEMO page/API/show-auth-guide/show-auth-guide.js
Page({
    showAuthGuide() {
        my.showAuthGuide({
            authType: 'LBS',
            success:(res)=>{
                //When shown is true, it indicates the permission guide
                pop-up will be shown; when it is false, it indicates the user has
                allowed the permission.
                my.alert({content: 'Call success: '+JSON.stringify(res),
            });
            },
            fail:(error)=>{
                my.alert({content: 'Call failure:'+JSON.stringify(error),
            });
            },
        });
    },
});

```

Parameters

String type with the following attributes:

Property	Type	Required	Description
authType	String	Yes	Identifier of the permission under guide, used to identify the type of the permission (such as LBS).
success	Function	No	Callback function upon call success.
fail	Function	No	Callback function upon call failure.
complete	Function	No	Callback function upon call completion (to be executed upon either call success or failure).

Supported authType

||||| --- | --- || **Permission name** | **Permission code** || Microphone permission |
 MICROPHONE || Addressbook permission | ADDRESSBOOK || Camera permission |
 CAMERA || Photo permission | PHOTO || Lbs switch | LBS |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Device_Permission_showAuthGuide

my.showLoading {#myshowloading}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.showLoading

2022-07-03 18:44

Show the loading dialog.

Sample Code

copy

```
my.showLoading({
  content: 'loading...',
  delay: 1000,
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || content | String |
 No | Text contents of loading. || delay | Number | No | Displaying delay, in ms, 0 by
 default If my.hideLoading was called before this time, it is not displayed. || success |
 Function | No | Callback function upon call success. || fail | Function | No | Callback
 function upon call failure. || complete | Function | No | Callback function upon call
 completion (to be executed upon either call success or failure). |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_ui_feedback_showLoading

my.showLoading {#myshowloading}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.showLoading

2021-05-09 18:43

Show the loading dialog.

Sample Code

copy

```
my.showLoading({  
  content: 'loading...',  
  delay: 1000,  
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || content | String | No | Text contents of loading. || delay | Number | No | Displaying delay, in ms, 0 by default If my.hideLoading was called before this time, it is not displayed. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_feedback_showloading

my.showNavigationBarLoading {#myshownavigationbarloading}

Last updated: 2021-05-10

Path: miniprogram_gcash

my.showNavigationBarLoading

2021-05-10 03:43

Show the navigation bar loading.

Sample Code

copy

```
my.showNavigationBarLoading();
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_navigationbar_shownavigationbarloading

my.showNavigationBarLoading {#myshownavigationbarloading}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.showNavigationBarLoading

2022-07-03 18:44

Show the navigation bar loading.

Sample Code

copy

```
my.showNavigationBarLoading();
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_UI_NavigationBar_showNavigationBarLoading

my.showSharePanel {#myshowsharepanel}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.showSharePanel

2022-07-03 18:44

Use this API to trigger the sharing.

Note:

When using this API to trigger the sharing, pass the value code to the request parameter from in page.onShareAppMessage.

Sample code

copy

```
// .js  
my.showSharePanel();
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_share_showsharepanel

my.showSharePanel {#myshowsharepanel}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.showSharePanel

2021-05-09 18:43

Use this API to trigger the sharing.

Note:

When using this API to trigger the sharing, pass the value code to the request parameter from in page.onShareAppMessage.

Sample code

copy

```
// .js  
my.showSharePanel();
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_share_showsharepanel

my.showToast {#myshowtoast}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.showToast

2021-05-09 18:43

Show the toast dialog, which disappears with the specified duration.

Sample Code

copy

```
my.showToast({
  type: 'success',
  content: 'Success',
  duration: 3000,
  success: () => {
    my.alert({
      title: 'toast is missing',
    });
  },
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || content | String | No | Text content. || type | String | No | Toast type, showing the related icon, none by default, Supporting success/ fail/ exception/ none Here. If it is exception, content is mandatory. || duration | Number | No | Displaying duration, in ms, 2000 by default. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_feedback_showtoast

my.showToast {#myshowtoast}

Last updated: 2022-07-03

Path: *miniprogram_gcash*

my.showToast

2022-07-03 18:44

Show the toast dialog, which disappears with the specified duration.

Sample Code

copy

```
my.showToast({
  type: 'success',
  content: 'Success',
  duration: 3000,
  success: () => {
    my.alert({
      title: 'toast is missing',
    });
  },
});
```

Parameters

||||| --- | --- | --- || **Property** | **Type** | **Required** | **Description** || content | String | No | Text content. || type | String | No | Toast type, showing the related icon, none by default, Supporting success/ fail/ exception/ none Here. If it is exception, content is mandatory. || duration | Number | No | Displaying duration, in ms, 2000 by default. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_UI_Feedback_showToast

my.signContract {#mysigncontract}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.signContract

2022-07-03 18:44

Use this API to redirect the user to the authorization page. After the user completes the authorization, the app will return the authorization code which can be used to obtain the access token for the agreement payment.

Note:

Please make sure you use the Appx with 1.24.6 or higher versions in order to use this API.

Below is a diagram that illustrates how the interaction works:

The merchant Mini Program server can call [authorization consult API](#) in step 2 to get the sign content with an authorization URL. Then the Mini Program will call the `my.signContract` JSAPI to invoke the authorization process. After the user completes the authorization, the Mini Program sends JSAPI result to its server so that the server can call [apply token API](#) to get accessToken.

Sample code

copy

```
my.signContract({
  signStr: 'https://openauth.xxx.com/authentication.htm?',
  authId=FBF16F91-28FB-47EC-B9BE-27B285C23CD3',
  success: (res) => {
    my.alert({
      content: JSON.stringify(res),
    });
  },
  fail: (res) => {
    my.alert({
      content: JSON.stringify(res),
    });
  }
});
```

Parameters

Property	Type	Required	Description
signStr	String	Yes	This parameter is the authorization string returned by the app to further the authorization process.

fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

||||| --- | --- | --- | | **Property | Type | Description** || authState | String | The authorization status. It is generated in Mini Program server and sent to app server. The maximum length is 256. Refer [here](#) for details. || authCode | String | The authorization code assigned by app which can be used to obtain the access token for the agreement payment. The maximum length is 32. |

An example of a successfully returned message is as follows:

```
copy

{
  "authState": "663A8FA9-D836-48EE-8AA1-1FF682989DC7",
  "authCode": "663A8FA9D83648EE8AA11FF682989DC7"
}
```

Fail Callback Function

||||| --- | --- | --- | | **Property | Type | Description** || error | String | The error code for the failure. || errorMessage | String | The error message. |

Error Code

When error happens, the fail callback function will be executed. The error code can refer to the following table.

||||| --- | --- | | **Error Code | Description** || 6001 | User cancels the sign process. || 6002 | The sign fails because of network error. || 7001 | The result of the sign is unknown, it may be successful. || 7002 | The sign fails. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_openapi_signcontract

my.signContract {#mysigncontract}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.signContract

2021-05-09 18:43

Use this API to redirect the user to the authorization page. After the user completes the authorization, the app will return the authorization code which can be used to obtain the access token for the agreement payment.

Note:

Please make sure you use the Appx with 1.24.6 or higher versions in order to use this API.

Below is a diagram that illustrates how the interaction works:

The merchant Mini Program server can call [authorization consult API](#) in step 2 to get the sign content with an authorization URL. Then the Mini Program will call the `my.signContract` JSAPI to invoke the authorization process. After the user completes the authorization, the Mini Program sends JSAPI result to its server so that the server can call [apply token API](#) to get accessToken.

Sample code

copy

```
my.signContract({
  signStr: 'https://openauth.xxx.com/authentication.htm?',
  authId=FBF16F91-28FB-47EC-B9BE-27B285C23CD3',
  success: (res) => {
    my.alert({
      content: JSON.stringify(res),
    });
  },
  fail: (res) => {
    my.alert({
      content: JSON.stringify(res),
    });
  }
});
```

Parameters

		Property	Type	Required	Description
signStr	String	Yes	This parameter is the authorization string returned by the app to further the authorization process.	No	Callback function upon call success.

Success Callback Function

||||| --- | --- | --- || **Property** | **Type** | **Description** || authState | String | The authorization status. It is generated in Mini Program server and sent to app server. The maximum length is 256. Refer [here](#) for details. || authCode | String | The authorization code assigned by app which can be used to obtain the access token for the agreement payment. The maximum length is 32. |

An example of a successfully returned message is as follows:

copy

```
{
    "authState": "663A8FA9-D836-48EE-8AA1-1FF682989DC7",
    "authCode": "663A8FA9D83648EE8AA11FF682989DC7"
}
```

Fail Callback Function

||||| --- | --- | --- || **Property** | **Type** | **Description** || error | String | The error code for the failure. || errorMessage | String | The error message. |

Error Code

When error happens, the fail callback function will be executed. The error code can refer to the following table.

||||| --- | --- || **Error Code** | **Description** || 6001 | User cancels the sign process. || 6002 | The sign fails because of network error. || 7001 | The result of the sign is unknown, it may be successful. || 7002 | The sign fails. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_openapi_signcontract

my.startBluetoothDevicesDiscovery {#mystartbluetoothdevicesdiscovery}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.startBluetoothDevicesDiscovery

2022-07-03 18:44

Use this API to start discovering bluetooth devices. You can find the results in the API [my.onBluetoothDeviceFound](#).

Note:

To avoid consuming too many system resources, stop the search by calling the API **my.stopBluetoothDevicesDiscovery** after you find and connect to the device.

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
.help-title {
    padding:10px;
    color:#FC0D1B;
}
```

copy

```
// .json
{
    "defaultTitle": "Bluetooth"
}
```

copy

```
<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices

```

```
found</button>
    <button type="primary" onTap="getConnectedBluetoothDevices">All
devices connected</button>
    <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
</view>
<view class="page-section-title">Connect the device</view>
<view class="page-section-demo">
    <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
    <button type="primary" onTap="connectBLEDevice">Connect the
device</button>
    <button type="primary" onTap="getBLEDeviceServices">Obtain
device services</button>
    <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
characteristics</button>
    <button type="primary" onTap="disconnectBLEDevice">Disconnect
the device</button>
</view>
<view class="page-section-title">Read and write data</view>
<view class="page-section-demo">
    <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
    <button type="primary" onTap="readBLECharacteristicValue">Read
data</button>
    <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
    <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic
value</button>
</view>
<view class="page-section-title">Other events</view>
<view class="page-section-demo">
    <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
    <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth
state</button>
    <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
    <button type="primary" onTap="offBLEConnectionStateChanged">Un-
listens to Bluetooth connection state</button>

</view>
</view>
</view>
```

copy

```
// .js
Page({
  data: {
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
    serid: 'FEE7',
    notifyId: '36F6',
    writeId: '36F5',
    charid: '',
    alldev: [{ deviceId: '' }],
  },
  //Obtain the Bluetooth state
  openBluetoothAdapter() {
    my.openBluetoothAdapter({
      success: res => {
        if (!res.isSupportBLE) {
          my.alert({ content: 'Sorry, your mobile Bluetooth is unavailable temporarily' });
          return;
        }
        my.alert({ content: 'Succeeded to initialize!' });
      },
      fail: error => {
        my.alert({ content: JSON.stringify(error) });
      },
    });
  },
  closeBluetoothAdapter() {
    my.closeBluetoothAdapter({
      success: () => {
        my.alert({ content: 'Bluetooth closed!' });
      },
      fail: error => {
        my.alert({ content: JSON.stringify(error) });
      },
    });
  },
  getBluetoothAdapterState() {
    my.getBluetoothAdapterState({
      success: res => {
        if (!res.available) {
          my.alert({ content: 'Sorry, your mobile Bluetooth is unavailable temporarily' });
          return;
        }
        my.alert({ content: JSON.stringify(res) });
      },
      fail: error => {
        my.alert({ content: JSON.stringify(error) });
      }
    });
  }
});
```

```
        },
    });
},

//Scan the Bluetooth device
startBluetoothDevicesDiscovery() {
    my.startBluetoothDevicesDiscovery({
        allowDuplicatesKey: false,
        success: () => {
            my.onBluetoothDeviceFound({
                success: res => {
                    // my.alert({content:'Listens to new
device'+JSON.stringify(res)});
                    var deviceArray = res.devices;
                    for (var i = deviceArray.length - 1; i >= 0; i--) {
                        var deviceObj = deviceArray[i];
                        //Pair the target device with the device name or
broadcast data, and then record the device ID for later use.
                        if (deviceObj.name == this.data.name) {
                            my.alert({ content: 'Target device is found' });
                            my.offBluetoothDeviceFound();
                            this.setData({
                                deviceId: deviceObj.deviceId,
                            });
                            break;
                        }
                    }
                },
                fail: error => {
                    my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
                },
            });
        },
        fail: error => {
            my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
        },
    });
}

//Stop scanning
stopBluetoothDevicesDiscovery() {
    my.stopBluetoothDevicesDiscovery({
        success: res => {
            my.offBluetoothDeviceFound();
            my.alert({ content: 'Succeeded!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
}
```

```
    });

    //Obtain the connected device
    getConnectedBluetoothDevices() {
        my.getConnectedBluetoothDevices({
            success: res => {
                if (res.devices.length === 0) {
                    my.alert({ content: 'No connecting devices!' });
                    return;
                }
                my.alert({ content: JSON.stringify(res) });
                devid = res.devices[0].deviceId;
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },

    //Obtain all searched devices
    getBluetoothDevices() {
        my.getBluetoothDevices({
            success: res => {
                my.alert({ content: JSON.stringify(res) });
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },
    bindKeyInput(e) {
        this.setData({
            devid: e.detail.value,
        });
    },
    //Connect the device
    connectBLEDevice() {
        my.connectBLEDevice({
            deviceId: this.data.devid,
            success: res => {
                my.alert({ content: 'Succeeded to connect!' });
            },
            fail: error => {
                my.alert({ content: JSON.stringify(error) });
            },
        });
    },
    //Disconnect the device
```

```
disconnectBLEDevice() {
    my.disconnectBLEDevice({
        deviceId: this.data.devid,
        success: () => {
            my.alert({ content: 'Succeeded to disconnect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},

//Obtain the services of the connected device
getBLEDeviceServices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            my.getBLEDeviceServices({
                deviceId: this.data.devid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    this.setData({
                        serid: res.services[0].serviceId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
},

//Obtain the char ID of the connected device, read and write
characteristics are respectively screened out.
getBLEDeviceCharacteristics() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.getBLEDeviceCharacteristics({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
```

```
success: res => {
    my.alert({ content: JSON.stringify(res) });
    //See the related document for more information of the
properties of the characteristics. Pair the characteristics according
to the properties and record the value for later use.
    this.setData({
        charid: res.characteristics[0].characteristicId,
    });
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
);
},
};

//Read and write data
readBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.readBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                //1 Android reading service
                // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                },
                fail: error => {
                    my.alert({ content: 'Failed to read' +
JSON.stringify(error) });
                },
            });
        },
    });
},
writeBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
            }
        },
    });
}
```

```
        return;
    }
    this.setData({
        devid: res.devices[0].deviceId,
    });
    my.writeBLECharacteristicValue({
        deviceId: this.data.devid,
        serviceId: this.data.serid,
        characteristicId: this.data.charid,
        //Android writing service
        //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
        //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
        value: 'ABCD',
        success: res => {
            my.alert({ content: 'Succeeded to write data!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
});
```

,

```
notifyBLECharacteristicValueChange() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.notifyBLECharacteristicValueChange({
                state: true,
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                success: () => {
                    //Listens to characteristic change events
                    my.onBLECharacteristicValueChange({
                        success: res => {
                            // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
                            my.alert({ content: 'Obtain the response data = ' +
res.value });
                        },
                    });
                    my.alert({ content: 'Succeeded to listen' });
                },
                fail: error => {
```

```
        my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
    },
});
},
);
},
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState(
},
onBluetoothAdapterStateChange() {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
    }
},
offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState(
},
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged(
},
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {

my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged(
},
onUnload() {
```

```

        this.offBLEConnectionStateChanged();
        this.offBLECharacteristicValueChange();
        this.offBluetoothAdapterStateChange();
        this.closeBluetoothAdapter();
    },
);

```

Parameters

The input parameters are displayed in the following table:

Property	Type	Required	Description
services	Array	No	UUID list of the service in the bluetooth device.
allowDuplicatesKey	Boolean	No	Determines whether to allow for duplicate keys. If yes, the API my.onBluetoothDeviceFound will report for this device, with different RSSI values.
interval	Integer	No	By default, the interval is 0, which means once a new device is found, the device will be reported; otherwise, the reporting frequency is the interval value.
success	Function	No	The callback function for a successful API call.
fail	Function	No	The callback function for a failed API call.
complete	Function	No	The callback function for a completed API call (regardless of whether the call is successful or not).

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_bluetooth_startbluetoothdevicesdiscovery

my.startBluetoothDevicesDiscovery {#mystartbluetoothdevicesdiscovery}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.startBluetoothDevicesDiscovery

2021-05-09 18:43

Use this API to start discovering bluetooth devices. You can find the results in the API [my.onBluetoothDeviceFound](#).

Note:

To avoid consuming too many system resources, stop the search by calling the API [my.stopBluetoothDevicesDiscovery](#) after you find and connect to the device.

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
.help-title {
    padding:10px;
    color:#FC0D1B;
}
```

copy

```
// .json
{
    "defaultTitle": "Bluetooth"
}
```

copy

```
<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
            found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
            devices connected</button>
            <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
        </view>
        <view class="page-section-title">Connect the device</view>
        <view class="page-section-demo">
            <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
            <button type="primary" onTap="connectBLEDevice">Connect the
            device</button>
        </view>
    </view>
</view>
```

```
device</button>
    <button type="primary" onTap="getBLEDeviceServices">Obtain
device services</button>
    <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
characteristics</button>
    <button type="primary" onTap="disconnectBLEDevice">Disconnect
the device</button>
</view>
<view class="page-section-title">Read and write data</view>
<view class="page-section-demo">
    <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
    <button type="primary" onTap="readBLECharacteristicValue">Read
data</button>
    <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
    <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic
value</button>
</view>
<view class="page-section-title">Other events</view>
<view class="page-section-demo">
    <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
    <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth
state</button>
    <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
    <button type="primary" onTap="offBLEConnectionStateChanged">Un-
listens to Bluetooth connection state</button>
```

```
</view>
</view>
</view>
```

copy

```
// .js
Page({
  data: {
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
    serid: 'FEE7',
    notifyId: '36F6',
    writeId: '36F5',
    charid: '',
    alldev: [{ deviceId: '' }],
  },
},
```

```
//Obtain the Bluetooth state
openBluetoothAdapter() {
    my.openBluetoothAdapter({
        success: res => {
            if (!res.isSupportBLE) {
                my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
                return;
            }
            my.alert({ content: 'Succeeded to initialize!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
closeBluetoothAdapter() {
    my.closeBluetoothAdapter({
        success: () => {
            my.alert({ content: 'Bluetooth closed!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
getBluetoothAdapterState() {
    my.getBluetoothAdapterState({
        success: res => {
            if (!res.available) {
                my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Scan the Bluetooth device
startBluetoothDevicesDiscovery() {
    my.startBluetoothDevicesDiscovery({
        allowDuplicatesKey: false,
        success: () => {
            my.onBluetoothDeviceFound({
                success: res => {
                    // my.alert({content:'Listens to new

```

```
device'+JSON.stringify(res));
    var deviceArray = res.devices;
    for (var i = deviceArray.length - 1; i >= 0; i--) {
        var deviceObj = deviceArray[i];
        //Pair the target device with the device name or
broadcast data, and then record the device ID for later use.
        if (deviceObj.name == this.data.name) {
            my.alert({ content: 'Target device is found' });
            my.offBluetoothDeviceFound();
            this.setData({
                deviceId: deviceObj.deviceId,
            });
            break;
        }
    },
    fail: error => {
    my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
},
});
},
fail: error => {
my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
},
});
},
//Stop scanning
stopBluetoothDevicesDiscovery() {
my.stopBluetoothDevicesDiscovery({
success: res => {
    my.offBluetoothDeviceFound();
    my.alert({ content: 'Succeeded!' });
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
//Obtain the connected device
getConnectedBluetoothDevices() {
my.getConnectedBluetoothDevices({
success: res => {
    if (res.devices.length === 0) {
        my.alert({ content: 'No connecting devices!' });
        return;
    }
    my.alert({ content: JSON.stringify(res) });
}
});
```

```
        devid = res.devices[0].deviceId;
    },
    fail: error => {
        my.alert({ content: JSON.stringify(error) });
    },
});
},
//Obtain all searched devices
getBluetoothDevices() {
    my.getBluetoothDevices({
        success: res => {
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
bindKeyInput(e) {
    this.setData({
        devid: e.detail.value,
    });
},
//Connect the device
connectBLEDevice() {
    my.connectBLEDevice({
        deviceId: this.data.devid,
        success: res => {
            my.alert({ content: 'Succeeded to connect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Disconnect the device
disconnectBLEDevice() {
    my.disconnectBLEDevice({
        deviceId: this.data.devid,
        success: () => {
            my.alert({ content: 'Succeeded to disconnect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
```

```
//Obtain the services of the connected device
getBLEDeviceServices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            my.getBLEDeviceServices({
                deviceId: this.data.devid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    this.setData({
                        serid: res.services[0].serviceId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
}

//Obtain the char ID of the connected device, read and write
characteristics are respectively screened out.
getBLEDeviceCharacteristics() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.getBLEDeviceCharacteristics({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    //See the related document for more information of the
                    properties of the characteristics. Pair the characteristics according
                    to the properties and record the value for later use.
                    this.setData({
                        charid: res.characteristics[0].characteristicId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
}
```

```
        });
    },
});

//Read and write data
readBLECharacteristicValue() {
  my.getConnectedBluetoothDevices({
    success: res => {
      if (res.devices.length === 0) {
        my.alert({ content: 'No connected devices' });
        return;
      }
      this.setData({
        devid: res.devices[0].deviceId,
      });
      my.readBLECharacteristicValue({
        deviceId: this.data.devid,
        serviceId: this.data.serid,
        characteristicId: this.data.notifyId,
        //1 Android reading service
        // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
        // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
        success: res => {
          my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
          my.alert({ content: 'Failed to read' +
            JSON.stringify(error) });
        },
      });
    },
  });
}

writeBLECharacteristicValue() {
  my.getConnectedBluetoothDevices({
    success: res => {
      if (res.devices.length === 0) {
        my.alert({ content: 'No connected devices' });
        return;
      }
      this.setData({
        devid: res.devices[0].deviceId,
      });
      my.writeBLECharacteristicValue({
        deviceId: this.data.devid,
        serviceId: this.data.serid,
        characteristicId: this.data.charid,
        //Android writing service
        //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
        //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
      });
    },
  });
}
```

```
        value: 'ABCD',
        success: res => {
            my.alert({ content: 'Succeeded to write data!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    );
},
});

},
notifyBLECharacteristicValueChange() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.notifyBLECharacteristicValueChange({
                state: true,
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                success: () => {
                    //Listens to characteristic change events
                    my.onBLECharacteristicValueChange({
                        success: res => {
                            // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
                            my.alert({ content: 'Obtain the response data = ' +
res.value });
                        },
                    });
                    my.alert({ content: 'Succeeded to listen' });
                },
                fail: error => {
                    my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
                },
            });
        },
    });
},
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
//Other events
```

```
bluetoothAdapterStateChange() {  
  
    my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState'  
        },  
        onBluetoothAdapterStateChange() {  
            if (res.error) {  
                my.alert({ content: JSON.stringify(error) });  
            } else {  
                my.alert({ content: 'Changes of the Bluetooth state ' +  
                    JSON.stringify(res) });  
            }  
        },  
        offBluetoothAdapterStateChange() {  
  
            my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState'  
                },  
                getBind(name) {  
                    if (!this[`bind${name}`]) {  
                        this[`bind${name}`] = this[name].bind(this);  
                    }  
                    return this[`bind${name}`];  
                },  
                BLEConnectionStateChanged() {  
  
                    my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'  
                        },  
                        onBLEConnectionStateChanged(res) {  
                            if (res.error) {  
                                my.alert({ content: JSON.stringify(error) });  
                            } else {  
                                my.alert({ content: 'Changes of connection state ' +  
                                    JSON.stringify(res) });  
                            }  
                        },  
                        offBLEConnectionStateChanged() {  
  
                            my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'  
                                },  
                                onUnload() {  
                                    this.offBLEConnectionStateChanged();  
                                    this.offBLECharacteristicValueChange();  
                                    this.offBluetoothAdapterStateChange();  
                                    this.closeBluetoothAdapter();  
                                },  
                            );  
                );  
        );  
    );  
};
```

Parameters

The input parameters are displayed in the following table:

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || services | Array | No | UUID list of the service in the bluetooth device. || allowDuplicatesKey | Boolean | No | Determines whether to allow for duplicate keys. If yes, the API my.onBluetoothDeviceFound will report for this device, with different RSSI values. || interval | Integer | No | By default, the interval is 0, which means once a new device is found, the device will be reported; otherwise, the reporting frequency is the interval value. || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function for a completed API call (regardless of whether the call is successful or not). |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_bluetooth_startbluetoothdevicesdiscovery

my.startPullDownRefresh {#mystartpulldownrefresh}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.startPullDownRefresh

2021-05-09 18:43

Start the pull-to-refresh function. The pull-to-refresh animation is triggered upon the code execution, which is consistent with the manual pull-to-refresh effect.

Sample Code

copy

```
my.startPullDownRefresh()
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_pulldown_startpulldownrefresh

my.startPullDownRefresh {#mystartpulldownrefresh}

Last updated: 2022-07-03

Path: *miniprogram_gcash*

my.startPullDownRefresh

2022-07-03 18:44

Start the pull-to-refresh function. The pull-to-refresh animation is triggered upon the code execution, which is consistent with the manual pull-to-refresh effect.

Sample Code

copy

```
my.startPullDownRefresh()
```

Parameters

||||| --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_ui_pulldown_startpulldownrefresh

my.stopBluetoothDevicesDiscovery
{#mystopbluetoothdevicesdiscovery}

Last updated: 2021-05-09

Path: miniprogram gcash

my.stopBluetoothDevicesDiscovery

2021-05-09 18:43

Use this API to stop discovering bluetooth devices.

Note:

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
/* .acss */
.help-info {
    padding:10px;
    color:#000000;
}
.help-title {
    padding:10px;
    color:#FC0D1B;
}
```

copy

```
// .json
{
    "defaultTitle": "Bluetooth"
}
```

copy

```
<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
            found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
            devices connected</button>
        </view>
    </view>
</view>
```

```

        <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
    </view>
    <view class="page-section-title">Connect the device</view>
    <view class="page-section-demo">
        <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
        <button type="primary" onTap="connectBLEDevice">Connect the
device</button>
        <button type="primary" onTap="getBLEDeviceServices">Obtain
device services</button>
        <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
characteristics</button>
        <button type="primary" onTap="disconnectBLEDevice">Disconnect
the device</button>
    </view>
    <view class="page-section-title">Read and write data</view>
    <view class="page-section-demo">
        <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
        <button type="primary" onTap="readBLECharacteristicValue">Read
data</button>
        <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
        <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic
value</button>
    </view>
    <view class="page-section-title">Other events</view>
    <view class="page-section-demo">
        <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
        <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth
state</button>
        <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
        <button type="primary" onTap="offBLEConnectionStateChanged">Un-
listens to Bluetooth connection state</button>

    </view>
</view>
</view>

```

copy

```
// .js
Page({
```

```
data: {
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
    serid: 'FEE7',
    notifyId: '36F6',
    writeId: '36F5',
    charid: '',
    alldev: [{ deviceId: '' }],
},
//Obtain the Bluetooth state
openBluetoothAdapter() {
    my.openBluetoothAdapter({
        success: res => {
            if (!res.isSupportBLE) {
                my.alert({ content: 'Sorry, your mobile Bluetooth is unavailable temporarily' });
                return;
            }
            my.alert({ content: 'Succeeded to initialize!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
closeBluetoothAdapter() {
    my.closeBluetoothAdapter({
        success: () => {
            my.alert({ content: 'Bluetooth closed!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
getBluetoothAdapterState() {
    my.getBluetoothAdapterState({
        success: res => {
            if (!res.available) {
                my.alert({ content: 'Sorry, your mobile Bluetooth is unavailable temporarily' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
},
```

```
//Scan the Bluetooth device
startBluetoothDevicesDiscovery() {
    my.startBluetoothDevicesDiscovery({
        allowDuplicatesKey: false,
        success: () => {
            my.onBluetoothDeviceFound({
                success: res => {
                    // my.alert({content:'Listens to new
device'+JSON.stringify(res)});
                    var deviceArray = res.devices;
                    for (var i = deviceArray.length - 1; i >= 0; i--) {
                        var deviceObj = deviceArray[i];
                        //Pair the target device with the device name or
broadcast data, and then record the device ID for later use.
                        if (deviceObj.name == this.data.name) {
                            my.alert({ content: 'Target device is found' });
                            my.offBluetoothDeviceFound();
                            this.setData({
                                deviceId: deviceObj.deviceId,
                            });
                            break;
                        }
                    }
                },
                fail: error => {
                    my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
                },
            });
        },
        fail: error => {
            my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
        },
    });
}

//Stop scanning
stopBluetoothDevicesDiscovery() {
    my.stopBluetoothDevicesDiscovery({
        success: res => {
            my.offBluetoothDeviceFound();
            my.alert({ content: 'Succeeded!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
}

//Obtain the connected device
```

```
getConnectedBluetoothDevices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connecting devices!' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
            devid = res.devices[0].deviceId;
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},

//Obtain all searched devices
getBluetoothDevices() {
    my.getBluetoothDevices({
        success: res => {
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
bindKeyInput(e) {
    this.setData({
        devid: e.detail.value,
    });
},

//Connect the device
connectBLEDevice() {
    my.connectBLEDevice({
        deviceId: this.data.devid,
        success: res => {
            my.alert({ content: 'Succeeded to connect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Disconnect the device
disconnectBLEDevice() {
    my.disconnectBLEDevice({
        deviceId: this.data.devid,
        success: () => {

```

```
        my.alert({ content: 'Succeeded to disconnect!' });
    },
    fail: error => {
        my.alert({ content: JSON.stringify(error) });
    },
});
},
//Obtain the services of the connected device
getBLEDeviceServices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            my.getBLEDeviceServices({
                deviceId: this.data.devid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    this.setData({
                        serid: res.services[0].serviceId,
                    });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
},
//Obtain the char ID of the connected device, read and write
characteristics are respectively screened out.
getBLEDeviceCharacteristics() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.getBLEDeviceCharacteristics({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                    //See the related document for more information of the
                    properties of the characteristics. Pair the characteristics according
                },
            });
        },
    });
}
```

```
to the properties and record the value for later use.
        this.setData({
            charid: res.characteristics[0].characteristicId,
        });
    },
    fail: error => {
        my.alert({ content: JSON.stringify(error) });
    },
});
},
},
};

//Read and write data
readBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.readBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                //1 Android reading service
                // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
                success: res => {
                    my.alert({ content: JSON.stringify(res) });
                },
                fail: error => {
                    my.alert({ content: 'Failed to read' +
JSON.stringify(error) });
                },
            });
        },
    });
},
writeBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
```

```
    });
    my.writeBLECharacteristicValue({
        deviceId: this.data.devid,
        serviceId: this.data.serid,
        characteristicId: this.data.charid,
        //Android writing service
        //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
        //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
        value: 'ABCD',
        success: res => {
            my.alert({ content: 'Succeeded to write data!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
notifyBLECharacteristicValueChange() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.notifyBLECharacteristicValueChange({
                state: true,
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                success: () => {
                    //Listens to characteristic change events
                    my.onBLECharacteristicValueChange({
                        success: res => {
                            // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
                            my.alert({ content: 'Obtain the response data = ' +
res.value });
                        },
                    });
                    my.alert({ content: 'Succeeded to listen' });
                },
                fail: error => {
                    my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
                },
            });
        },
    });
}
```

```
        },
    );
},
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
},
onBluetoothAdapterStateChange() {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
    }
},
offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
},
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {

my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onUnload() {
    this.offBLEConnectionStateChanged();
    this.offBLECharacteristicValueChange();
    this.offBluetoothAdapterStateChange();
    this.closeBluetoothAdapter();
}
```

```
  },
});
```

Parameters

The input parameters are displayed in the following table:

Property	Type	Required	Description
success	Function	No	The callback function for a successful API call.
fail	Function	No	The callback function for a failed API call.
complete	Function	No	The callback function for a completed API call (Regardless of whether the call is successful or not).

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_bluetooth_stopbluetoothdevicesdiscovery

my.stopBluetoothDevicesDiscovery {#mystopbluetoothdevicesdiscovery}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.stopBluetoothDevicesDiscovery

2022-07-03 18:44

Use this API to stop discovering bluetooth devices.

Note:

Currently simulation in IDE is not supported. Please debug in the production environment.

Code Sample

copy

```
/* .acss */
.help-info {
  padding:10px;
  color:#000000;
}
.help-title {
  padding:10px;
```

```
    color:#FC0D1B;
}

copy

// .json
{
    "defaultTitle": "Bluetooth"
}

copy

<!-- .axml-->
<view class="page">
    <view class="page-description">Bluetooth API</view>
    <view class="page-section">
        <view class="page-section-title">The Bluetooth state</view>
        <view class="page-section-demo">
            <button type="primary" onTap="openBluetoothAdapter">Initialize
            Bluetooth</button>
            <button type="primary" onTap="closeBluetoothAdapter">Close
            Bluetooth</button>
            <button type="primary" onTap="getBluetoothAdapterState">Obtain
            Bluetooth state</button>
        </view>
        <view class="page-section-title">Scan the Bluetooth device</view>
        <view class="page-section-demo">
            <button type="primary"
onTap="startBluetoothDevicesDiscovery">Start searching</button>
            <button type="primary" onTap="getBluetoothDevices">All devices
            found</button>
            <button type="primary" onTap="getConnectedBluetoothDevices">All
            devices connected</button>
            <button type="primary"
onTap="stopBluetoothDevicesDiscovery">Stop searching</button>
        </view>
        <view class="page-section-title">Connect the device</view>
        <view class="page-section-demo">
            <input class="input" onInput="bindKeyInput" type="{{text}}"
placeholder="Enter the device ID of the device to connect"></input>
            <button type="primary" onTap="connectBLEDevice">Connect the
            device</button>
            <button type="primary" onTap="getBLEDeviceServices">Obtain
            device services</button>
            <button type="primary"
onTap="getBLEDeviceCharacteristics">Obtain read and write
            characteristics</button>
            <button type="primary" onTap="disconnectBLEDevice">Disconnect
            the device</button>
        </view>
        <view class="page-section-title">Read and write data</view>
        <view class="page-section-demo">
```

```

        <button type="primary"
onTap="notifyBLECharacteristicValueChange">Listens to the
characteristic data change</button>
        <button type="primary" onTap="readBLECharacteristicValue">Read
data</button>
        <button type="primary"
onTap="writeBLECharacteristicValue">Write data</button>
        <button type="primary"
onTap="offBLECharacteristicValueChange">Un-listens to characteristic
value</button>
    </view>
    <view class="page-section-title">Other events</view>
    <view class="page-section-demo">
        <button type="primary"
onTap="bluetoothAdapterStateChange">Changes of the Bluetooth
state</button>
        <button type="primary"
onTap="offBluetoothAdapterStateChange">Un-listens to Bluetooth
state</button>
        <button type="primary"
onTap="BLEConnectionStateChanged">Changes of Bluetooth connection
state</button>
        <button type="primary" onTap="offBLEConnectionStateChanged">Un-
listens to Bluetooth connection state</button>

    </view>
</view>
</view>

```

copy

```

// .js
Page({
  data: {
    devid: '0D9C82AD-1CC0-414D-9526-119E08D28124',
    serid: 'FEE7',
    notifyId: '36F6',
    writeId: '36F5',
    charid: '',
    alldev: [{ deviceId: '' }],
  },
  //Obtain the Bluetooth state
  openBluetoothAdapter() {
    my.openBluetoothAdapter({
      success: res => {
        if (!res.isSupportBLE) {
          my.alert({ content: 'Sorry, your mobile Bluetooth is
unavailable temporarily' });
          return;
        }
        my.alert({ content: 'Succeeded to initialize!' });
      }
    })
  }
})

```

```
,  
    fail: error => {  
        my.alert({ content: JSON.stringify(error) });  
    },  
});  
},  
closeBluetoothAdapter() {  
    my.closeBluetoothAdapter({  
        success: () => {  
            my.alert({ content: 'Bluetooth closed!' });  
        },  
        fail: error => {  
            my.alert({ content: JSON.stringify(error) });  
        },  
    });  
},  
getBluetoothAdapterState() {  
    my.getBluetoothAdapterState({  
        success: res => {  
            if (!res.available) {  
                my.alert({ content: 'Sorry, your mobile Bluetooth is  
unavailable temporarily' });  
                return;  
            }  
            my.alert({ content: JSON.stringify(res) });  
        },  
        fail: error => {  
            my.alert({ content: JSON.stringify(error) });  
        },  
    });  
},  
  
//Scan the Bluetooth device  
startBluetoothDevicesDiscovery() {  
    my.startBluetoothDevicesDiscovery({  
        allowDuplicatesKey: false,  
        success: () => {  
            my.onBluetoothDeviceFound({  
                success: res => {  
                    // my.alert({content:'Listens to new  
device'+JSON.stringify(res)});  
                    var deviceArray = res.devices;  
                    for (var i = deviceArray.length - 1; i >= 0; i--) {  
                        var deviceObj = deviceArray[i];  
                        //Pair the target device with the device name or  
broadcast data, and then record the device ID for later use.  
                        if (deviceObj.name == this.data.name) {  
                            my.alert({ content: 'Target device is found' });  
                            my.offBluetoothDeviceFound();  
                            this.setData({  
                                deviceId: deviceObj.deviceId,
```

```
        });
        break;
    }
},
fail: error => {
    my.alert({ content: 'Failed to listen to new device' +
JSON.stringify(error) });
},
});
},
fail: error => {
    my.alert({ content: 'Failed to start scanning' +
JSON.stringify(error) });
},
});
},
//Stop scanning
stopBluetoothDevicesDiscovery() {
    my.stopBluetoothDevicesDiscovery({
        success: res => {
            my.offBluetoothDeviceFound();
            my.alert({ content: 'Succeeded!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Obtain the connected device
getConnectedBluetoothDevices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connecting devices!' });
                return;
            }
            my.alert({ content: JSON.stringify(res) });
            devid = res.devices[0].deviceId;
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Obtain all searched devices
getBluetoothDevices() {
    my.getBluetoothDevices({
```

```
success: res => {
    my.alert({ content: JSON.stringify(res) });
},
fail: error => {
    my.alert({ content: JSON.stringify(error) });
},
});
},
bindKeyInput(e) {
    this.setData({
        devid: e.detail.value,
    });
},
//Connect the device
connectBLEDevice() {
    my.connectBLEDevice({
        deviceId: this.data.devid,
        success: res => {
            my.alert({ content: 'Succeeded to connect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Disconnect the device
disconnectBLEDevice() {
    my.disconnectBLEDevice({
        deviceId: this.data.devid,
        success: () => {
            my.alert({ content: 'Succeeded to disconnect!' });
        },
        fail: error => {
            my.alert({ content: JSON.stringify(error) });
        },
    });
},
//Obtain the services of the connected device
getBLEDeviceServices() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            my.getBLEDeviceServices({
                deviceId: this.data.devid,
                success: res => {
```



```
        return;
    }
    this.setData({
        devid: res.devices[0].deviceId,
    });
    my.readBLECharacteristicValue({
        deviceId: this.data.devid,
        serviceId: this.data.serid,
        characteristicId: this.data.notifyId,
        //1 Android reading service
        // serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
        // characteristicId:'00002a38-0000-1000-8000-00805f9b34fb',
        success: res => {
            my.alert({ content: JSON.stringify(res) });
        },
        fail: error => {
            my.alert({ content: 'Failed to read' +
JSON.stringify(error) });
        },
    });
},
writeBLECharacteristicValue() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.writeBLECharacteristicValue({
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.charid,
                //Android writing service
                //serviceId:'0000180d-0000-1000-8000-00805f9b34fb',
                //characteristicId:'00002a39-0000-1000-8000-00805f9b34fb',
                value: 'ABCD',
                success: res => {
                    my.alert({ content: 'Succeeded to write data!' });
                },
                fail: error => {
                    my.alert({ content: JSON.stringify(error) });
                },
            });
        },
    });
},
```

```
notifyBLECharacteristicValueChange() {
    my.getConnectedBluetoothDevices({
        success: res => {
            if (res.devices.length === 0) {
                my.alert({ content: 'No connected devices' });
                return;
            }
            this.setData({
                devid: res.devices[0].deviceId,
            });
            my.notifyBLECharacteristicValueChange({
                state: true,
                deviceId: this.data.devid,
                serviceId: this.data.serid,
                characteristicId: this.data.notifyId,
                success: () => {
                    //Listens to characteristic change events
                    my.onBLECharacteristicValueChange({
                        success: res => {
                            // my.alert({content: 'Changes of
characteristics '+JSON.stringify(res)});
                            my.alert({ content: 'Obtain the response data = ' +
res.value });
                        },
                    });
                    my.alert({ content: 'Succeeded to listen' });
                },
                fail: error => {
                    my.alert({ content: 'Failed to listen' +
JSON.stringify(error) });
                },
            });
        },
    });
},
offBLECharacteristicValueChange() {
    my.offBLECharacteristicValueChange();
},
//Other events
bluetoothAdapterStateChange() {

my.onBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterState(
'),
onBluetoothAdapterStateChange() {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of the Bluetooth state ' +
JSON.stringify(res) });
    }
}
```

```

},
offBluetoothAdapterStateChange() {

my.offBluetoothAdapterStateChange(this.getBind('onBluetoothAdapterStateChange'));
},
getBind(name) {
    if (!this[`bind${name}`]) {
        this[`bind${name}`] = this[name].bind(this);
    }
    return this[`bind${name}`];
},
BLEConnectionStateChanged() {

my.onBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onBLEConnectionStateChanged(res) {
    if (res.error) {
        my.alert({ content: JSON.stringify(error) });
    } else {
        my.alert({ content: 'Changes of connection state ' +
JSON.stringify(res) });
    }
},
offBLEConnectionStateChanged() {

my.offBLEConnectionStateChanged(this.getBind('onBLEConnectionStateChanged'));
},
onUnload() {
    this.offBLEConnectionStateChanged();
    this.offBLECharacteristicValueChange();
    this.offBluetoothAdapterStateChange();
    this.closeBluetoothAdapter();
},
});

```

Parameters

The input parameters are displayed in the following table:

		Property	Type	Required	Description	success	Function
		No	The callback function for a successful API call.		fail	Function	No The callback function for a failed API call.
	---	No	complete		Function	No The callback function for a completed API call (Regardless of whether the call is successful or not).	

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_bluetooth_bleutooth_stopbluetoothdevicesdiscovery

my.stopPullDownRefresh {#mystoppulldownrefresh}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.stopPullDownRefresh

2022-07-03 18:44

Stop the pull-to-refresh for the current page.

Sample Code:

copy

```
Page({
  onPullDownRefresh(){
    my.stopPullDownRefresh()
  }
})
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_ui_pulldown_stoppulldownrefresh

my.stopPullDownRefresh {#mystoppulldownrefresh}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.stopPullDownRefresh

2021-05-09 18:43

Stop the pull-to-refresh for the current page.

Sample Code:

copy

```
Page({
  onPullDownRefresh(){
    my.stopPullDownRefresh()
  }
})
```

Parameters

Property	Type	Required	Description
success	Function	No	The callback function for a successful API call.
fail	Function	No	The callback function for a failed API call.
complete	Function	No	The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_pulldown_stoppulldownrefresh

my.switchTab {#myswitchtab}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.switchTab

2022-07-03 18:44

Introduction

Jump to the specified tabBar page, and then close all other pages that are not tabBar.

If the Mini Program has multiple tabs, you can use `tabBar` to configure the behavior of the specified tab, and the page to display during the tab switchover (You can switch tabs at the bottom of the client window).

Note: You can jump to the page via page jumping (`my.navigateTo`) or page redirecting (`my.redirectTo`). Even the page is defined in the tabBar configuration, the bottom tab bar is not displayed. In addition, the first page of the tabBar must be the homepage.

Sample Code

copy

```
// app.json
{
  "tabBar": {
    "items": [{\
      "pagePath": "page/home/index", \
      "name": "Home"\
    }, {\
      "pagePath": "page/user/index", \
      "name": "User"\
    }]
  }
}
```

copy

```
my.switchTab({
  url: 'page/home/index'
})
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || url | String | Yes | Path of the jumping tabBar page (page to be defined in the tabBar field in the app.json).

Note:

The path cannot be followed by parameters. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

tabBar Configuration

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || textColor | HexColor | No | Text color. || selectedColor | HexColor | No | Color of highlighted text. || backgroundColor | HexColor | No | Background color. || items | Array | Yes | Configured for each tab. |

Configured for each item:

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || pagePath | String | Yes | Set page path. || name | String | Yes | Name. || icon | String | No | Normal icon path. || activeIcon | String | No | Highlighted icon path. |

The recommended icon size is 60*60px. The system performs unequal stretching and scaling for any incoming picture.

Example

copy

```
{
  "tabBar": {
    "textColor": "#dddddd",
    "selectedColor": "#49a9ee",
    "backgroundColor": "#ffffff",
    "items": [
      {
        "pagePath": "pages/index/index",
        "name": "Home"
      },
      {
        "pagePath": "pages/logs/logs",
        "name": "Log"
      }
    ]
  }
}
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_UI_Route_switchTab

my.switchTab {#myswitchtab}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.switchTab

2021-05-09 18:43

Introduction

Jump to the specified tabBar page, and then close all other pages that are not tabBar.

If the Mini Program has multiple tabs, you can use `tabBar` to configure the behavior of the specified tab, and the page to display during the tab switchover (You can switch tabs at the bottom of the client window).

Note: You can jump to the page via page jumping (`my.navigateTo`) or page redirecting (`my.redirectTo`). Even the page is defined in the tabBar configuration, the bottom tab bar is not displayed. In addition, the first page of the tabBar must be the homepage.

Sample Code

copy

```
// app.json
{
  "tabBar": {
    "items": [{\
      "pagePath": "page/home/index", \
      "name": "Home"\
    }, {\
      "pagePath": "page/user/index", \
      "name": "User"\
    }]
  }
}
```

copy

```
my.switchTab({
  url: 'page/home/index'
})
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || url | String | Yes | Path of the jumping tabBar page (page to be defined in the tabBar field in the app.json).

Note:

The path cannot be followed by parameters. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

tabBar Configuration

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || textColor | HexColor | No | Text color. || selectedColor | HexColor | No | Color of highlighted text. || backgroundColor | HexColor | No | Background color. || items | Array | Yes | Configured for each tab. |

Configured for each item:

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || pagePath | String | Yes | Set page path. || name | String | Yes | Name. || icon | String | No | Normal icon path. || activeIcon | String | No | Highlighted icon path. |

The recommended icon size is 60*60px. The system performs unequal stretching and scaling for any incoming picture.

Example

copy

```
{
  "tabBar": {
    "textColor": "#dddddd",
    "selectedColor": "#49a9ee",
    "backgroundColor": "#ffffff",
    "items": [
      {
        "pagePath": "pages/index/index",
        "name": "Home"
      },
      {
        "pagePath": "pages/logs/logs",
        "name": "Log"
      }
    ]
  }
}
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_route_switchtab

my.tradePay {#mytradepay}

Last updated: 2022-07-04

Path: miniprogram_gcash

my.tradePay

2022-07-04 03:44

Start a payment transaction.

Sample Code

copy

```
my.tradePay({
  tradeNo: '201711152100110410533667792', // get the tradeNo from the
server first
  success: (res) => {
    my.alert({
      content: JSON.stringify(res),
    });
  }
});
```

```

},
fail: (res) => {
  my.alert({
    content: JSON.stringify(res),
  });
}
);

```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || tradeNO | String | No | The trade number. Its maximum length is 64. Refer [here](#)

for details. || orderStr | String | No | A string of complete payment parameters, which is recommended to be obtained from the server. Refer [here](#)

for details. || paymentUrl | String | No | The url of payment page. Refer [here](#)

for details. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

The tradeNo, orderStr and paymentUrl are different ways to start the payment transaction. **The Mini Program should use either one of them to start a payment transaction according to the payment service provided by the host app.**

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || resultCode | String | Yes | The result code of the pay process. |

An example of a successfully returned message is as follows:

```

copy

{
  "resultCode": "9000"
}

```

Result Code

|||| --- | --- || **resultCode** | **Description** || 9000 | Payment is successful. || 8000 | Trade is processing. || 4000 | Payment is failed. || 6001 | User cancels to pay. || 6002 | Network exception. || 6004 | Unknown pay result, may be success. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_OpenAPI_tradePay

my.tradePay {#mytradepay}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.tradePay

2021-05-09 18:43

Start a payment transaction.

Sample Code

copy

```
my.tradePay({
  tradeNo: '201711152100110410533667792', // get the tradeNo from the
  server first
  success: (res) => {
    my.alert({
      content: JSON.stringify(res),
    });
  },
  fail: (res) => {
    my.alert({
      content: JSON.stringify(res),
    });
  }
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || tradeNO | String |
No | The trade number. Its maximum length is 64. Refer
[here](#)

for details. || orderStr | String | No | A string of complete payment parameters, which is
recommended to be obtained from the server. Refer
[here](#)

for details. || paymentUrl | String | No | The url of payment page. Refer
[here](#)

for details. || success | Function | No | Callback function upon call success. || fail |
Function | No | Callback function upon call failure. || complete | Function | No | Callback
function upon call completion (to be executed upon either call success or failure). |

The tradeNo, orderStr and paymentUrl are different ways to start the payment transaction. **The Mini Program should use either one of them to start a payment transaction according to the payment service provided by the host app.**

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

Property	Type	Required	Description
resultCode	String	Yes	The result code of the pay process.

An example of a successfully returned message is as follows:

copy

```
{
    "resultCode": "9000"
}
```

Result Code

resultCode	Description
9000	Payment is successful.
8000	Trade is processing.
4000	Payment is failed.
6001	User cancels to pay.
6002	Network exception.
6004	Unknown pay result, may be success.

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_openapi_tradepay

my.uploadFile {#myuploadfile}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.uploadFile

2021-05-09 18:43

Upload the local resource to the server.

Sample Code

copy

```
my.uploadFile({
    url: 'Please use your own server address',
```

```

fileType: 'image',
fileName: 'file',
filePath: '...',
success: (res) => {
  my.alert({
    content: 'Upload success'
  });
},
);

```

Parameters

||||| --- | --- | --- | --- | | **Property** | **Type** | **Required** | **Description** | | url | String | Yes | Address of the developer server. | | filePath | String | Yes | Local locator of the file resource to be uploaded. | | fileName | String | Yes | Filename, also the corresponding key. The developer uses this key at the server side to get the file binary contents. | | fileType | String | Yes | File type. The following file types are supported:
- PDF
- DOC
- DOCX
- XLS
- XLSX
- PPT
- PPTX | | header | Object | No | HTTP request Header. | | formData | Object | No | Other additional form data in the HTTP request. | | success | Function | No | Callback function upon call success. | | fail | Function | No | Callback function upon call failure. | | complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- | | **Property** | **Type** | **Description** | | data | String | Data returned from the server. | | statusCode | String | HTTP status code. | | header | Object | Header returned from the server. |

Error Code

|||| --- | --- | | **Error** | **Description** | | 11 | File nonexistent. | | 12 | File uploading failed. | | 13 | No right. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_network_uploadfile

my.uploadFile {#myuploadfile}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.uploadFile

2022-07-03 18:44

Upload the local resource to the server.

Sample Code

copy

```
my.uploadFile({
  url: 'Please use your own server address',
  fileType: 'image',
  fileName: 'file',
  filePath: '...',
  success: (res) => {
    my.alert({
      content: 'Upload success'
    });
  },
});
```

Parameters

||||| --- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || url | String | Yes | Address of the developer server. || filePath | String | Yes | Local locator of the file resource to be uploaded. || fileName | String | Yes | Filename, also the corresponding key. The developer uses this key at the server side to get the file binary contents. || fileType | String | Yes | File type. The following file types are supported:

- PDF
- DOC
- DOCX
- XLS
- XLSX
- PPT
- PPTX || header | Object | No | HTTP request Header. || formData | Object | No | Other additional form data in the HTTP request. || success | Function | No | Callback function upon call success. || fail | Function | No | Callback function upon call failure. || complete | Function | No | Callback function upon call completion (to be executed upon either call success or failure). |

Success Callback Function

The incoming parameter is of the Object type with the following attributes:

||||| --- | --- | --- || **Property** | **Type** | **Description** || data | String | Data returned from the server. || statusCode | String | HTTP status code. || header | Object | Header returned from the server. |

Error Code

||||| --- | --- || **Error** | **Description** || 11 | File nonexistent. || 12 | File uploading failed. || 13 | No right. |

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_network_uploadfile

my.vibrate {#myvibrate}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.vibrate

2022-07-03 18:44

Call the device vibrate function.

Sample Code

copy

```
// API-DEMO page/API/vibrate/vibrate.json
{
    "defaultTitle": "Vibrate"
}
```

copy

```
<!-- API-DEMO page/API/vibrate/vibrate.axml-->
<view class="page">

    <button type="primary" onTap="vibrate">
        Start vibration
    </button>
```

```
</view>

copy

// API-DEMO page/API/vibrate/vibrate.js
Page({
  vibrate() {
    my.vibrate({
      success: () => {
        my.alert({ title: 'Vibration on'});
      }
    });
  },
});
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_vibrate

my.vibrate {#myvibrate}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.vibrate

2021-05-09 18:43

Call the device vibrate function.

Sample Code

copy

```
// API-DEMO page/API/vibrate/vibrate.json
{
  "defaultTitle": "Vibrate"
}
```

copy

```
<!-- API-DEMO page/API/vibrate/vibrate.axml-->
<view class="page">

  <button type="primary" onTap="vibrate">
```

```

        Start vibration
    </button>

</view>

copy

// API-DEMO page/API/vibrate/vibrate.js
Page({
  vibrate() {
    my.vibrate({
      success: () => {
        my.alert({ title: 'Vibration on'});
      }
    });
  },
});

```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_vibrate_vibrate

my.watchShake {#mywatchshake}

Last updated: 2021-05-10

Path: miniprogram_gcash

my.watchShake

2021-05-10 03:43

The watchshake function. Every time this API is called, a callback is triggered after the mobile phone is shaken. You must call this API again to continue to listen to this event.

Sample Code

copy

```
// API-DEMO page/API/watch-shake/watch-shake.json
{
  "defaultTitle": "Shake"
}
```

copy

```
<!-- API-DEMO page/API/watch-shake/watch-shake.axml-->
<view class="page">
```

```

<button type="primary" onTap="watchShake">
    Bind the shake function and click the shake button to see the
    effect.
</button>
</view>

```

copy

```

// API-DEMO page/API/watch-shake/watch-shake.js
Page({
    watchShake() {
        my.watchShake({
            success: function() {
                console.log('It moved')
                my.alert({ title:'It moved o.o'});
            }
        });
    },
});

```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_watch-shake_watchshake

my.watchShake {#mywatchshake}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.watchShake

2022-07-03 18:44

The watchshake function. Every time this API is called, a callback is triggered after the mobile phone is shaken. You must call this API again to continue to listen to this event.

Sample Code

copy

```

// API-DEMO page/API/watch-shake/watch-shake.json
{
    "defaultTitle": "Shake"
}

```

copy

```
<!-- API-DEMO page/API/watch-shake/watch-shake.axml-->
<view class="page">
    <button type="primary" onTap="watchShake">
        Bind the shake function and click the shake button to see the
        effect.
    </button>
</view>
```

copy

```
// API-DEMO page/API/watch-shake/watch-shake.js
Page({
    watchShake() {
        my.watchShake({
            success: function() {
                console.log('It moved')
                my.alert({ title:'It moved o.o'});
            }
        });
    },
});
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/api_device_watch-shake_watchshake

my.writeBLECharacteristicValue {#mywriteblecharacteristicvalue}

Last updated: 2022-07-03

Path: miniprogram_gcash

my.writeBLECharacteristicValue

2022-07-03 18:44

Use this API to write data to Bluetooth Low Energy (BLE) device characteristics.

Instructions:

- The device characteristics must support writing to use this API. See properties in [my.getBLEDeviceCharacteristics](#) for details.
- The written binary data needs Hex coding.

Note:

Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```
my.writeBLECharacteristicValue({
  deviceId: deviceId,
  serviceId: serviceId,
  characteristicId: characteristicId,
  value: 'fffe',
  success: (res) => {
    console.log(res)
  },
  fail:(res) => {
  },
  complete: (res)=>{
  }
});
```

Parameters

	Property	Type	Required	Description
deviceId	String	Yes	The Bluetooth device ID.	
serviceId	String	Yes	The UUID of the service corresponding to a Bluetooth characteristic.	
characteristicId	String	Yes	The Bluetooth characteristic UUID.	
value	Hex String	Yes	The value corresponding to the Bluetooth device characteristic, which is a hexadecimal string, limited to 20 bytes.	
success	Function	No	The callback function for a successful API call.	
fail	Function	No	The callback function for a failed API call.	
complete	Function	No	The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails.	

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_Device_Bluetooth_BLE_writeBLECharacteristicValue

my.writeBLECharacteristicValue {#mywriteblecharacteristicvalue}

Last updated: 2021-05-09

Path: miniprogram_gcash

my.writeBLECharacteristicValue

2021-05-09 18:43

Use this API to write data to Bluetooth Low Energy (BLE) device characteristics.

Instructions:

- The device characteristics must support writing to use this API. See properties in [my.getBLEDeviceCharacteristics](#) for details.
- The written binary data needs Hex coding.

Note:

Currently simulation in IDE is not supported. Please debug in production environment.

Sample Code

copy

```
my.writeBLECharacteristicValue({
  deviceId: deviceId,
  serviceId: serviceId,
  characteristicId: characteristicId,
  value: 'fffe',
  success: (res) => {
    console.log(res)
  },
  fail:(res) => {
  },
  complete: (res)=>{
  }
});
```

Parameters

|||||--- | --- | --- | --- || **Property** | **Type** | **Required** | **Description** || deviceId | String | Yes | The Bluetooth device ID. || serviceId | String | Yes | The UUID of the service corresponding to a Bluetooth characteristic. || characteristicId | String | Yes | The Bluetooth characteristic UUID. || value | Hex String | Yes | The value corresponding to the Bluetooth device characteristic, which is a hexadecimal string, limited to 20 bytes. || success | Function | No | The callback function for a successful API call. || fail | Function | No | The callback function for a failed API call. || complete | Function | No | The callback function used when the API call is completed. This function is always executed no matter the call succeeds or fails. |

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_device_bluetooth_ble_writeblecharacteristicvalue

navigator {#navigator}

Last updated: 2021-05-09

Path: miniprogram_gcash

navigator

2021-05-09 18:43

[Page link](#)

Scan QR code to try:

Property	Type	Default	Description
open-type	String		String navigate Jump mode. hover-class String none Added class upon click. hover-start-time Number Click status shown in certain time after clicking, in milliseconds. hover-stay-time Number Clicking status retention time after release, in milliseconds. url String Jump link within application.

open-type Effective Value

Property	Description
navigate	Corresponding to <u>my.navigateTo</u> function.
redirect	Corresponding to <u>my.redirectTo</u> function.
switchTab	Corresponding to <u>my.switchTab</u> function.
navigateBack	Corresponding to <u>my.navigateBack</u> function.

Sample Code

copy

```
<!-- sample.axml -->
<view class="btn-area">
    <navigator url="/page/navigate/navigate?title=navigate" hover-
    class="navigator-hover">Jump to new page</navigator>
    <navigator url=".../.../redirect/redirect/redirect?title=redirect" 
    open-type="redirect" hover-class="other-navigator-hover">Open in
    current page</navigator>
    <navigator url="/page/index/index" open-type="switchTab" hover-
    class="other-navigator-hover">Switch Tab</navigator>
</view>
```

九色鹿

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_navigator_navigator

navigator {#navigator}

Last updated: 2022-07-03

Path: miniprogram_gcash

navigator

2022-07-03 18:44

[Page link](#)

||||| --- | --- | --- | --- || **Property** | **Type** | **Default** | **Description** || open-type | String | navigate | Jump mode. || hover-class | String | none | Added class upon click. || hover-start-time | Number | Click status shown in certain time after clicking, in milliseconds. || hover-stay-time | Number | Clicking status retention time after release, in milliseconds. | url | String | Jump link within application. |

open-type Effective Value

|||| --- | --- || **Property** | **Description** || navigate | Corresponding to my.navigateTo function. || redirect | Corresponding to my.redirectTo function. || switchTab | Corresponding to my.switchTab function. || navigateBack | Corresponding to my.navigateBack function. |

Sample Code

copy

```
<!-- sample.axml -->
<view class="btn-area">
    <navigator url="/page/navigate/navigate?title=navigate" hover-
    class="navigator-hover">Jump to new page</navigator>
    <navigator url=".../.../redirect/redirect/redirect?title=redirect" 
    open-type="redirect" hover-class="other-navigator-hover">Open in
    current page</navigator>
    <navigator url="/page/index/index" open-type="switchTab" hover-
    class="other-navigator-hover">Switch Tab</navigator>
</view>
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_navigator_navigator

onPullDownRefresh {#onpulldownrefresh}

Last updated: 2022-07-03

Path: miniprogram_gcash

onPullDownRefresh

2022-07-03 18:44

On the Page, customize the onPullDownRefresh function to listen to the pull-to-refresh event from the user.

- The "pullRefresh": true options needs to be configured in the .json configuration file of the related page to enable the pull-to-refresh event.
- when the data refresh is processed completely, call my.stopPullDownRefresh to stop the pull-to-refresh for that page.

Sample Code:

In the pull-down-refresh.json configuration file, the code configuration is as below:

copy

```
{
  "pullRefresh": true
}
```

In the Page, define the onPullDownRefresh processing function:

copy

```
onPullDownRefresh() {
  console.log('onPullDownRefresh', new Date())
}
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/API_UI_Pulldown_onPullDownRefresh

onPullDownRefresh {#onpulldownrefresh}

Last updated: 2021-05-09

Path: miniprogram_gcash

onPullDownRefresh

2021-05-09 18:43

On the Page, customize the onPullDownRefresh function to listen to the pull-to-refresh event from the user.

- The "pullRefresh": true options needs to be configured in the .json configuration file of the related page to enable the pull-to-refresh event.
- when the data refresh is processed completely, call my.stopPullDownRefresh to stop the pull-to-refresh for that page.

Sample Code:

In the pull-down-refresh.json configuration file, the code configuration is as below:

copy

```
{
    "pullRefresh": true
}
```

In the Page, define the onPullDownRefresh processing function:

copy

```
onPullDownRefresh() {
    console.log('onPullDownRefresh', new Date())
}
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/api_ui_pulldown_onpulldownrefresh

picker {#picker}

Last updated: 2022-07-03

Path: miniprogram_gcash

picker

2022-07-03 18:44

Scroll picker pop-up from bottom

Property	Type	Default	Description
range	String[] / Object[]	[]	For String[], indicating selectable string list; for Object[], specifying the range-key to indicate the selectable fields.
range-key	String	When the range is an Object[], the range-key is used to specify the key value in the Object as the picker displaying contents.	When the range is an Object[], the range-key is used to specify the key value in the Object as the picker displaying contents.
value	Number	Indicating which one is selected in the range (subscript starting from 0).	Indicating which one is selected in the range (subscript starting from 0).
onChange	EventHandle	Trigger on value change, event.detail = {value: value}.	Trigger on value change, event.detail = {value: value}.
disabled	Boolean	false Disable or not.	false Disable or not.

Screenshot

Sample Code

copy

```
<view class="section">
  <view class="section-title"> region picker</view>
  <picker onChange="bindPickerChange" value="{{index}}" range="{{array}}">
    <view class="picker">
      Current selection{{array[index]}}
    </view>
  </picker>

  <picker onChange="bindObjPickerChange" value="{{arrIndex}}" range="{{objectArray}}" range-key="name">
    <view class="row">
      <view class="row-title">ObjectArray</view>
      <view class="row-extra">Current selection:
        {{objectArray[arrIndex].name}}</view>
      <image class="row-arrow" src="/image/arrowright.png"
        mode="aspectFill" />
    </view>
  </picker>
</view>
```

copy

```
Page({
  data: {
    array: ['Country1', 'Country2', 'Country3', 'Country4'],
    objectArray: [
      {
        id: 0,
        name: 'Country1',
      },
      {
        id: 1,
        name: 'Country2',
      },
      {
        id: 2,
        name: 'Country3',
      },
      {
        id: 3,
        name: 'Country4',
      },
    ],
  }
})
```

```

        arrIndex: 0,
        index: 0
    },
    bindPickerChange(e) {
        console.log('picker sends selection change, carried value ',
e.detail.value);
        this.setData({
            index: e.detail.value,
        });
    },
    bindObjPickerChange(e) {
        console.log('picker sends selection change, carried value ',
e.detail.value);
        this.setData({
            arrIndex: e.detail.value,
        });
    },
});

```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_form-component_picker

picker {#picker}

Last updated: 2021-05-09

Path: miniprogram_gcash

picker

2021-05-09 18:43

Scroll picker pop-up from bottom

Scan QR code to try:

||||| --- | --- | --- | --- || **Property** | **Type** | **Default** | **Description** || range | String[] / Object[] | [] | For String[], indicating selectable string list; for Object[], specifying the range-key to indicate the selectable fields. || range-key | String | When the range is an Object[], the range-key is used to specify the key value in the Object as the picker displaying contents. || value | Number | Indicating which one is selected in the range (subscript starting from 0). || onChange | EventHandle | Trigger on value change, event.detail = {value: value}. || disabled | Boolean | false | Disable or not. |

Screenshot

Sample Code

copy

```
<view class="section">
  <view class="section-title"> region picker</view>
  <picker onChange="bindPickerChange" value="{{index}}" range="{{array}}">
    <view class="picker">
      Current selection{{array[index]}}
    </view>
  </picker>

  <picker onChange="bindObjPickerChange" value="{{arrIndex}}" range="{{objectArray}}" range-key="name">
    <view class="row">
      <view class="row-title">ObjectArray</view>
      <view class="row-extra">Current selection:
        {{objectArray[arrIndex].name}}</view>
      <image class="row-arrow" src="/image/arrowright.png"
        mode="aspectFill" />
    </view>
  </picker>
</view>
```

copy

```
Page({
  data: {
    array: ['Country1', 'Country2', 'Country3', 'Country4'],
    objectArray: [
      {
        id: 0,
        name: 'Country1',
      },
      {
        id: 1,
        name: 'Country2',
      },
      {
        id: 2,
        name: 'Country3',
      },
      {
        id: 3,
        name: 'Country4',
      },
    ],
  }
})
```

```

        arrIndex: 0,
        index: 0
    },
    bindPickerChange(e) {
        console.log('picker sends selection change, carried value ',
e.detail.value);
        this.setData({
            index: e.detail.value,
        });
    },
    bindObjPickerChange(e) {
        console.log('picker sends selection change, carried value ',
e.detail.value);
        this.setData({
            arrIndex: e.detail.value,
        });
    },
});

```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_form-component_picker

picker-view {#picker-view}

Last updated: 2022-07-03

Path: miniprogram_gcash

picker-view

2022-07-03 18:44

Scroll picker embedded in page.

||||| --- | --- | --- || **Property** | **Type** | **Description** || value | Number Array | The number indicates the index corresponding to the picker-view-column (starting from 0). || indicator-style | String | Selected box style. || onChange | EventHandle | Trigger on scroll selection value change, event.detail = {value: Value}; value is an array, indicating the picker-view-column index in picker-view, starting from 0. ||

Note: Only component can be placed inside. The other nodes will not be displayed. Do not place the component in the hidden or display none node. For the hiding requirement, use a:if to switch.

Do not:

copy

<view hidden><picker-view/></view>

Recommend:

copy

```
<view a:if="{{xx}}"><picker-view/></view>
```

Screenshot

Sample Code

copy

```
<view class="pv-container">
  <view class="pv-left">
    <picker-view value="{{value}}" onChange="onChange">
      <picker-view-column>
        <view>2013</view>
        <view>2014</view>
      </picker-view-column>
      <picker-view-column>
        <view>Spring</view>
        <view>Summer</view>
      </picker-view-column>
    </picker-view>
  </view>
  <view class="pv-right">
    {{value}}
  </view>
</view>
```

copy

```
Page({
  data: {},
  onChange(e) {
    console.log(e.detail.value);
    this.setData({
      value: e.detail.value,
    });
  },
});
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_form-component_picker-view

picker-view {#picker-view}

Last updated: 2021-05-09

Path: miniprogram_gcash

picker-view

2021-05-09 18:43

Scroll picker embedded in page.

Scan QR code to try:

||||| --- | --- | --- || **Property** | **Type** | **Description** || value | Number Array | The number indicates the index corresponding to the picker-view-column (starting from 0). || indicator-style | String | Selected box style. || onChange | EventHandle | Trigger on scroll selection value change, event.detail = {value: Value}; value is an array, indicating the picker-view-column index in picker-view, starting from 0. |

Note: Only component can be placed inside. The other nodes will not be displayed. Do not place the component in the hidden or display none node. For the hiding requirement, use a:if to switch.

Do not:

copy

```
<view hidden><picker-view/></view>
```

Recommend:

copy

```
<view a:if="{{xx}}><picker-view/></view>
```

Screenshot

Sample Code

copy

```
<view class="pv-container">
  <view class="pv-left">
    <picker-view value="{{value}}" onChange="onChange">
      <picker-view-column>
        <view>2013</view>
        <view>2014</view>
      </picker-view-column>
      <picker-view-column>
        <view>Spring</view>
        <view>Summer</view>
      </picker-view-column>
    </picker-view>
```

```

</view>
<view class="pv-right">
  {{value}}
</view>
</view>

```

copy

```

Page({
  data: {},
  onChange(e) {
    console.log(e.detail.value);
    this.setData({
      value: e.detail.value,
    });
  },
});

```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_form-component_picker-view

progress {#progress}

Last updated: 2022-07-03

Path: miniprogram_gcash

progress

2022-07-03 18:44

Progress bar.

Property	Type	Description
percent	Float	Percentage (0~100).
show-info	Boolean	Show percentage value at right side.
stroke-width	Number	Line weight, in px.
active-color	Color	Selected progress bar color.
background-color	Color	Unselected progress bar color.
active	Boolean	Loading animation from left to right or not.

Screenshot

Sample Code

copy

```

<progress percent="20" show-info/>
<progress percent="40" active/>

```

```
<progress percent="60" stroke-width="10"/>
<progress percent="80" active/>
<progress percent="80" color="#10AEFF"/>
```

九色鹿

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_basic-content_progress

progress {#progress}

Last updated: 2021-05-09

Path: miniprogram_gcash

progress

2021-05-09 18:43

Progress bar.

Scan QR code to try:

Property	Type	Description
percent	Float	Percentage (0~100).
show-info	Boolean	Show percentage value at right side.
stroke-width	Number	Line weight, in px.
active-color	Color	Selected progress bar color.
background-color	Color	Unselected progress bar color.
active	Boolean	Loading animation from left to right or not.

Screenshot

Sample Code

copy

```
<progress percent="20" show-info/>
<progress percent="40" active/>
<progress percent="60" stroke-width="10"/>
<progress percent="80" active/>
<progress percent="80" color="#10AEFF"/>
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_basic-content_progress

radio {#radio}

Last updated: 2022-07-03

Path: miniprogram_gcash

radio

2022-07-03 18:44

radio-group

Radio selector group.

||||| --- | --- | --- || **Property** | **Type** | **Description** || onChange | EventHandle | Trigger on change of selected item, event.detail = {value: Selected radio value}. || name | String | Component name, used for form submission of obtained data. |

radio

Radio item

||||| --- | --- | --- | --- || **Property** | **Type** | **Default** | **Description** || value | String || Component value, value carried in change event when selected. || checked | Boolean | false | Selected or not currently. || disabled | Boolean | false | Disable or not. || color | Color || Radio color. |

Screenshot

Sample Code

copy

```
<radio-group class="radio-group" onChange="radioChange">
  <label class="radio" a:for="{{items}}>
    <radio value="{{item.name}}" checked="{{item.checked}}"/>
    {{item.value}}
  </label>
</radio-group>
```

copy

```
Page({
  data: {
    items: [
      {name: 'angular', value: 'AngularJS'}, \
```

```

        {name: 'react', value: 'React', checked: true}, \
        {name: 'polymer', value: 'Polymer'}, \
        {name: 'vue', value: 'Vue.js'}, \
        {name: 'ember', value: 'Ember.js'}, \
        {name: 'backbone', value: 'Backbone.js'}, \
    ]
},
radioChange: function(e) {
    console.log('you are selecting the framework:', e.detail.value)
}
)

```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_form-component_radio

radio {#radio}

Last updated: 2021-05-09

Path: miniprogram_gcash

radio

2021-05-09 18:43

Scan QR code to try:

radio-group

Radio selector group.

||||| --- | --- | --- || **Property** | **Type** | **Description** || onChange | EventHandle | Trigger on change of selected item, event.detail = {value: Selected radio value}. || name | String | Component name, used for form submission of obtained data. |

radio

Radio item

||||| --- | --- | --- | --- || **Property** | **Type** | **Default** | **Description** || value | String || Component value, value carried in change event when selected. || checked | Boolean | false | Selected or not currently. || disabled | Boolean | false | Disable or not. || color | Color || Radio color. |

Screenshot

Sample Code

copy

```
<radio-group class="radio-group" onChange="radioChange">
  <label class="radio" a:for="{{items}}>
    <radio value="{{item.name}}" checked="{{item.checked}}"/>
    {{item.value}}
  </label>
</radio-group>
```

copy

```
Page({
  data: {
    items: [
      {name: 'angular', value: 'AngularJS'}, \
      {name: 'react', value: 'React', checked: true}, \
      {name: 'polymer', value: 'Polymer'}, \
      {name: 'vue', value: 'Vue.js'}, \
      {name: 'ember', value: 'Ember.js'}, \
      {name: 'backbone', value: 'Backbone.js'}, \
    ]
  },
  radioChange: function(e) {
    console.log('you are selecting the framework:', e.detail.value)
  }
})
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_form-component_radio

scroll-view {#scroll-view}

Last updated: 2021-05-09

Path: miniprogram_gcash

scroll-view

2021-05-09 18:43

Scroll view region

Scan QR code to try:

Property	Type	Default	Description
class	String		External style name.
style	String		Inline style name.
scroll-x	Boolean	false	Allow horizontal scroll.
scroll-y	Boolean	false	Allow vertical scroll.
upper-threshold	Number	50	How far it is to top/left (in px) to trigger the scrolltoupper event.
lower-threshold	Number	50	How far it is to bottom/right (in px) to trigger the scrolltolower event.
scroll-top	Number		Set location of virtual scroll bar.
scroll-left	Number		Set location of horizontal scroll bar.
scroll-into-view	String		Value is an element ID, scrolling to that element, element top aligning with scroll region top.
onScrollToUpper	EventHandle		Scroll to top/left triggers the scrolltoupper event.
onScrollToLower	EventHandle		Scroll to bottom/right triggers the scrolltolower event.
onScroll	EventHandle		Trigger on scroll, event.detail = {scrollLeft, scrollTop, scrollHeight, scrollWidth}.

When vertical scroll is used, a fixed height is required, which is set by using `acss`.

Sample Code

copy

```
<view class="page">
    <view class="page-description">Scroll view region</view>
    <view class="page-section">
        <view class="page-section-title">vertical scroll</view>
        <view class="page-section-demo">
            <scroll-view scroll-y="{{true}}" style="height: 200px;" onScrollToUpper="upper" onScrollToLower="lower" onScroll="scroll" scroll-into-view="{{toView}}" scroll-top="{{scrollTop}}>
                <view id="blue" class="scroll-view-item bc_blue"></view>
                <view id="red" class="scroll-view-item bc_red"></view>
                <view id="yellow" class="scroll-view-item bc_yellow"></view>
                <view id="green" class="scroll-view-item bc_green"></view>
            </scroll-view>
        </view>
        <view class="page-section-btns">
            <view onTap="tap">next</view>
            <view onTap="tapMove">move</view>
            <view onTap="scrollToTop">scrollToTop</view>
        </view>
    </view>
    <view class="page-section">
        <view class="page-section-title">horizontal scroll</view>
        <view class="page-section-demo">
            <scroll-view class="scroll-view_H" scroll-x="{{true}}" style="width: 100%">
                <view id="blue2" class="scroll-view-item_H bc_blue"></view>
                <view id="red2" class="scroll-view-item_H bc_red"></view>
                <view id="yellow2" class="scroll-view-item_H bc_yellow"></view>
            </scroll-view>
            <view id="green2" class="scroll-view-item_H bc_green"></view>
        </view>
    </view>
</view>
```

```

        </view>
    </view>

copy

const order = ['blue', 'red', 'green', 'yellow'];
Page({
  data: {
    toView: 'red',
    scrollTop: 100,
  },
  upper(e) {
    console.log(e);
  },
  lower(e) {
    console.log(e);
  },
  scroll(e) {
    console.log(e.detail.scrollTop);
  },
  scrollToTop(e) {
    console.log(e);
    this.setData({
      scrollTop: 0,
    });
  },
});

```

Tips

- scroll-into-view has a higher priority than scroll-top
- Prevent page kickback in scroll scroll-view, so the scroll in scroll-view will not trigger onPullDownRefresh

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_view-container_scroll-view

scroll-view {#scroll-view}

Last updated: 2022-07-03

Path: miniprogram_gcash

scroll-view

2022-07-03 18:44

Scroll view region

||||| --- | --- | --- | --- || **Property** | **Type** | **Default** | **Description** || class | String || External style name. || style | String || Inline style name. || scroll-x | Boolean | false | Allow horizontal scroll. || scroll-y | Boolean | false | Allow vertical scroll. || upper-threshold | Number | 50 | How far it is to top/left (in px) to trigger the scrolltoupper event. || lower-threshold | Number | 50 | How far it is to bottom/right (in px) to trigger the scrolltolower event. || scroll-top | Number || Set location of virtual scroll bar. || scroll-left | Number || Set location of horizontal scroll bar. || scroll-into-view | String || Value is an element ID, scrolling to that element, element top aligning with scroll region top. || onScrollToUpper | EventHandle || Scroll to top/left triggers the scrolltoupper event. || onScrollToLower | EventHandle || Scroll to bottom/right triggers the scrolltolower event. || onScroll | EventHandle || Trigger on scroll, event.detail = {scrollLeft, scrollTop, scrollHeight, scrollWidth}. |

| When vertical scroll is used, a fixed height is required, which is set by using acss.

Sample Code

copy

```
<view class="page">
  <view class="page-description">Scroll view region</view>
  <view class="page-section">
    <view class="page-section-title">vertical scroll</view>
    <view class="page-section-demo">
      <scroll-view scroll-y="{{true}}" style="height: 200px;" onScrollToUpper="upper" onScrollToLower="lower" onScroll="scroll" scroll-into-view="{{toView}}" scroll-top="{{scrollTop}}>
        <view id="blue" class="scroll-view-item bc_blue"></view>
        <view id="red" class="scroll-view-item bc_red"></view>
        <view id="yellow" class="scroll-view-item bc_yellow"></view>
        <view id="green" class="scroll-view-item bc_green"></view>
      </scroll-view>
    </view>
    <view class="page-section-btns">
      <view onTap="tap">next</view>
      <view onTap="tapMove">move</view>
      <view onTap="scrollToTop">scrollToTop</view>
    </view>
  </view>
  <view class="page-section">
    <view class="page-section-title">horizontal scroll</view>
    <view class="page-section-demo">
      <scroll-view class="scroll-view_H" scroll-x="{{true}}" style="width: 100%">
        <view id="blue2" class="scroll-view-item_H bc_blue"></view>
        <view id="red2" class="scroll-view-item_H bc_red"></view>
        <view id="yellow2" class="scroll-view-item_H bc_yellow">
      </view>
    </view>
  </view>
</view>
```

```

        <view id="green2" class="scroll-view-item_H bc_green"></view>
    </scroll-view>
</view>
</view>

copy

const order = ['blue', 'red', 'green', 'yellow'];
Page({
  data: {
    toView: 'red',
    scrollTop: 100,
  },
  upper(e) {
    console.log(e);
  },
  lower(e) {
    console.log(e);
  },
  scroll(e) {
    console.log(e.detail.scrollTop);
  },
  scrollToTop(e) {
    console.log(e);
    this.setData({
      scrollTop: 0,
    });
  },
});

```

Tips

- scroll-into-view has a higher priority than scroll-top
- Prevent page kickback in scroll scroll-view, so the scroll in scroll-view will not trigger onPullDownRefresh

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_view-container_scroll-view

slider {#slider}

Last updated: 2021-05-09

Path: miniprogram_gcash

slider

2021-05-09 18:43

Slide selector

Scan QR code to try:

Screenshot

Sample Code

copy

```
<view class="section section-gap">
  <text class="section-title">Set step</text>
  <view class="body-view">
    <slider value="60" onChange="sliderChange" step="5"/>
  </view>
</view>
<view class="section section-gap">
  <text class="section-title">Shown current value</text>
  <view class="body-view">
    <slider value="50" show-value/>
  </view>
</view>
<view class="section section-gap">
  <text class="section-title">Set mininum/maximum</text>
  <view class="body-view">
    <slider value="100" min="50" max="200" show-value/>
  </view>
</view>
<view class="page-section">
  <view class="page-section-title">Custom style</view>
  <view class="page-section-demo">
    <slider value="33" onChange="slider4change" min="25" max="50"
show-value
      backgroundColor="#FFAA00" activeColor="#00aaee" trackSize="2"
```

```

        handleSize="6" handleColor="blue" />
    </view>
</view>

copy

Page({
  sliderChange(e)
  console.log('slider changed value:', e.detail.value)
})

```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_form-component_slider

slider {#slider}

Last updated: 2022-07-03

Path: miniprogram_gcash

slider

2022-07-03 18:44

Slide selector

Property	Type	Description
name	String	Component name, used for form submission to obtain data.
min	Number	0
max	Number	100
Maximum	Number	1
step	Number	Step, must be greater than 0 and can be exactly divided by (max - min).
disabled	Boolean	false
Disable or not.		
value	Number	0
Current value.		
show-value	Boolean	false
Show current value or not.		
active-color	String	#108ee9
Selected color.		
background-color	String	#ddd
Background bar color.		
track-size	Number	4
Track line height.		
handle-size	Number	22
Slider size.		
handle-color	String	#fff
Slider fill color.		
onChange	EventHandle	Trigger on completion of a drag, event.detail = {value: value}.
onChanging	EventHandle	Event triggered in process of drag, event.detail = {value: value}.

Screenshot

Sample Code

copy

```

<view class="section section-gap">
  <text class="section-title">Set step</text>
  <view class="body-view">
    <slider value="60" onChange="sliderChange" step="5"/>

```

```

        </view>
    </view>
    <view class="section section-gap">
        <text class="section-title">Show current value</text>
        <view class="body-view">
            <slider value="50" show-value/>
        </view>
    </view>
    <view class="section section-gap">
        <text class="section-title">Set mininum/maximum</text>
        <view class="body-view">
            <slider value="100" min="50" max="200" show-value/>
        </view>
    </view>
    <view class="page-section">
        <view class="page-section-title">Custom style</view>
        <view class="page-section-demo">
            <slider value="33" onChange="slider4change" min="25" max="50"
show-value
                backgroundColor="#FFAA00" activeColor="#00aaee" trackSize="2"
                handleSize="6" handleColor="blue" />
        </view>
    </view>

```

copy

```

Page({
    sliderChange(e)
        console.log('slider changed value:', e.detail.value)
})

```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_form-component_slider

swiper {#swiper}

Last updated: 2022-07-03

Path: miniprogram_gcash

swiper

2022-07-03 18:44

Swiper view container

Property	Type	Default	Description
Boolean	false	Show indicator or not.	indicator-dots
Indicator color.	Color	rgba(0, 0, 0, .3)	indicator-color
Indicator active color.	Color	#000	Color of currently selected indicator.
Boolean	false	Auto switch or not.	autoplay
Number	0	Current page index.	current
Number	500(ms)	Swipe animation duration.	duration
Number	5000(ms)	Auto switch interval.	interval
Boolean	false	Enable infinite swipe or not.	circular
Boolean	false	Is swipe direction vertical or not.	vertical
EventHandle	No	Trigger on current change, event.detail = {current, current}.	onChange

Swiper-item

Can place in component or not; width and height are automatically set as 100%.

Sceenshot

Sample Code

copy

```
<swiper
  indicator-dots="{{indicatorDots}}"
  autoplay="{{autoplay}}"
  interval="{{interval}}"
>
  <block a:for="{{background}}>
    <swiper-item>
      <view class="swiper-item bc_{{item}}"></view>
    </swiper-item>
  </block>
</swiper>
<view class="btn-area">
  <button class="btn-area-button" type="default"
  onTap="changeIndicatorDots">indicator-dots</button>
  <button class="btn-area-button" type="default"
  onTap="changeAutoplay">autoplay</button>
</view>
<slider onChange="intervalChange" value="{{interval}}" show-value
min="2000" max="10000"/>
<view class="section__title">interval</view>
```

copy

```
Page({
  data: {
    background: ['green', 'red', 'yellow'],
    indicatorDots: true,
    autoplay: false,
    interval: 3000,
  },
  changeIndicatorDots(e) {
    this.setData({

```

```

        indicatorDots: !this.data.indicatorDots
    })
},
changeAutoplay(e) {
    this.setData({
        autoplay: !this.data.autoplay
    })
},
intervalChange(e) {
    this.setData({
        interval: e.detail.value
    })
},
})

```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_view-container_swiper

swiper {#swiper}

Last updated: 2021-05-10

Path: miniprogram_gcash

swiper

2021-05-10 03:43

Swiper view container

Scan QR code to try:

Property	Type	Description
indicator-dots	Boolean	Show indicator or not.
indicator-color	Color	rgba(0, 0, 0, .3)
Indicator color.	Indicator-active-color	Color
#000	Color of currently selected indicator.	
autoplay	Boolean	Auto switch or not.
current	Number	0
Current page index.	duration	Number
500(ms)	Swipe animation duration.	
interval	Number	5000(ms)
Auto switch interval.	circular	Boolean
false	Enable infinite swipe or not.	
vertical	Boolean	false
Is swipe direction vertical or not.	onChange	EventHandle
No	Trigger on current change, event.detail = {current, current}.	

Swiper-item

Can place in component or not; width and height are automatically set as 100%.

Sceenshot

Sample Code

copy

```
<swiper
  indicator-dots="{{indicatorDots}}"
  autoplay="{{autoplay}}"
  interval="{{interval}}"
>
  <block a:for="{{background}}>
    <swiper-item>
      <view class="swiper-item bc_{{item}}"></view>
    </swiper-item>
  </block>
</swiper>
<view class="btn-area">
  <button class="btn-area-button" type="default"
  onTap="changeIndicatorDots">indicator-dots</button>
  <button class="btn-area-button" type="default"
  onTap="changeAutoplay">autoplay</button>
</view>
<slider onChange="intervalChange" value="{{interval}}" show-value
min="2000" max="10000"/>
<view class="section_title">interval</view>
```

copy

```
Page({
  data: {
    background: ['green', 'red', 'yellow'],
    indicatorDots: true,
    autoplay: false,
    interval: 3000,
  },
  changeIndicatorDots(e) {
    this.setData({
      indicatorDots: !this.data.indicatorDots
    })
  },
  changeAutoplay(e) {
    this.setData({
      autoplay: !this.data.autoplay
    })
  },
  intervalChange(e) {
    this.setData({
      interval: e.detail.value
    })
  }
})
```

```
 },  
 })
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_view-container_swiper

switch {#switch}

Last updated: 2021-05-09

Path: miniprogram_gcash

switch

2021-05-09 18:43

Switch.

Scan QR code to try:

||||| --- | --- | --- || **Property** | **Type** | **Description** || name | String | Component name, used for form submission to get data. || checked | Boolean | Checked or not. || disabled | Boolean | Disable or not. || color | String | Component color. || onChange | EventHandle | Trigger on checked change, event.detail={ value:checked}. || color | Color | Switch color.
|

Screenshot

Sample Code

copy

```
<view class="page">  
  <view class="switch-list">  
    <view class="switch-item">  
      <switch checked onChange="switchChange"/>  
    </view>  
  </view>  
</view>
```

copy

```
Page({  
  switchChange (e){  
    console.log('switchChange event, value:', e.detail.value)  
  },  
})
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_form-component_switch

switch {#switch}

Last updated: 2022-07-04

Path: miniprogram_gcash

switch

2022-07-04 03:44

Switch.

Property	Type	Description
name	String	Component name, used for form submission to get data.
checked	Boolean	Checked or not.
disabled	Boolean	Disable or not.
color	String	Component color.
onChange	EventHandle	Trigger on checked change, event.detail={ value:checked}.
color	Color	Switch color.

Screenshot

Sample Code

copy

```
<view class="page">
  <view class="switch-list">
    <view class="switch-item">
      <switch checked onChange="switchChange"/>
    </view>
  </view>
</view>
```

copy

```
Page({
  switchChange (e){
    console.log('switchChange event, value:', e.detail.value)
  },
})
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_form-component_switch

text {#text}

Last updated: 2022-07-03

Path: *miniprogram_gcash*

text

2022-07-03 18:44

Text, supporting only nesting within component.

|| || || --- | --- | --- | --- || **Property** | **Type** | **Default** | **Description** || selectable | Boolean |
false | Selectable or not. || space | String | Show continuous spaces. || decode | Boolean |
false | Decode or not. || number-of-lines | number | Multi-line omission, value must be
greater than or equal to 1, same behavior as the -webkit-line-clamp attribute of css. |

Space Effective Value:

||| --- | --- || **Value** | **Description** ||nbsp| Space size as per font setting. ||ensp| Half-size space of character. ||emsp| Space size of character. |

Sample Code

copy

```
<view class="page">
    <view class="text-view">
        <text>{{text}}</text>
    </view>
</view>
```

copy

```
Page({  
  data: {  
    text: 'Hello Mini Program',  
  },  
})
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_basic-content_text

text {#text}

Last updated: 2021-05-09

Path: miniprogram_gcash

text

2021-05-09 18:43

Text, supporting only nesting within component.

Scan QR code to try:

Property	Type	Default	Description
selectable	Boolean	false	Selectable or not.
space	String		Show continuous spaces.
decode	Boolean	false	Decode or not.
number-of-lines	number	1	Multi-line omission, value must be greater than or equal to 1, same behavior as the -webkit-line-clamp attribute of css.

Space Effective Value:

Value	Description
nbsesp	Space size as per font setting.
ensp	Half-size space of character.
emsp	Space size of character.

Sample Code

copy

```
<view class="page">
  <view class="text-view">
    <text>{{text}}</text>
  </view>
</view>
```

copy

```
Page({
  data: {
    text: 'Hello Mini Program',
  },
})
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_basic-content_text

textarea {#textarea}

Last updated: 2021-05-09

Path: miniprogram_gcash

textarea

2021-05-09 18:43

Multi-row entry box

Scan QR code to try:

Property	Type	Description
name	String	Component name, used for form submission to get data.
value	String	Initial contents.
placeholder	String	Placeholder.
placeholder-style	String	Specify placeholder style.
placeholder-class	String	Specify placeholder style class.
disabled	Boolean	false Disable or not.
maxlength	Number	140 Maximum length, no length limit when setting is -1.
focus	Boolean	false Get focus.
auto-height	Boolean	false Use auto height or not.
show-count	Boolean	true Render wordcount statistics or not.
controlled	Boolean	false Is controlled component or not When it is true, the value content is fulled controlled by setData.
onInput	EventHandle	Trigger on keyboard entry, event.detail = {value: value}, can return directly a string to replace the contents in the entry box.
onFocus	EventHandle	Trigger on entry box getting focus, event.detail = {value: value}.
onBlur	EventHandle	Rigger on entry box losing focus, event.detail = {value: value}.
onConfirm	EventHandle	Rigger on clicking completion, event.detail = {value: value}.

Screenshot

Sample Code

copy

```
<view class="section">
    <textarea onBlur="bindTextAreaBlur" auto-height placeholder="Auto
height" />
</view>
<view class="section">
    <textarea placeholder="Get focus only when this button is clicked"
focus="{{focus}}" />
    <view class="btn-area">
        <button onTap="bindButtonTap">Have entry box get focus</button>
    </view>
</view>
<view class="section">
    <form onSubmit="bindFormSubmit">
        <textarea placeholder="textarea in the form" name="textarea"/>
        <button form-type="submit"> Submit </button>
    </form>
</view>
```

copy

```
Page({
  data: {
```

```

        focus: false,
        inputValue: ''
    },
    bindButtonTap() {
        this.setData({
            focus: true
        })
    },
    bindTextAreaBlur: function(e) {
        console.log(e.detail.value)
    },
    bindFormSubmit: function(e) {
        console.log(e.detail.value.textarea)
    }
)

```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_form-component_textarea

textarea {#textarea}

Last updated: 2022-07-03

Path: miniprogram_gcash

textarea

2022-07-03 18:44

Multi-row entry box

Property	Type	Description
name	String	Component name, used for form submission to get data.
value	String	Initial contents.
placeholder	String	Placeholder.
placeholder-style	String	Specify placeholder style.
placeholder-class	String	Specify placeholder style class.
disabled	Boolean	Disable or not.
maxlength	Number	Maximum length, no length limit when setting is -1.
focus	Boolean	Get focus.
auto-height	Boolean	Use auto height or not.
show-count	Boolean	Render wordcount statistics or not.
controlled	Boolean	Is controlled component or not When it is true, the value content is fully controlled by setData.
onInput	EventHandle	Trigger on keyboard entry, event.detail = {value: value}, can return directly a string to replace the contents in the entry box.
onFocus	EventHandle	Trigger on entry box getting focus, event.detail = {value: value}.
onBlur	EventHandle	Trigger on entry box losing focus, event.detail = {value: value}.
onConfirm	EventHandle	Rtrigger on clicking completion, event.detail = {value: value}.

Screenshot

Sample Code

copy

```
<view class="section">
  <textarea onBlur="bindTextAreaBlur" auto-height placeholder="Auto
height" />
</view>
<view class="section">
  <textarea placeholder="Get focus only when this button is clicked"
focus="{{focus}}" />
  <view class="btn-area">
    <button onTap="bindButtonTap">Have entry box get focus</button>
  </view>
</view>
<view class="section">
  <form onSubmit="bindFormSubmit">
    <textarea placeholder="textarea in the form" name="textarea"/>
    <button form-type="submit"> Submit </button>
  </form>
</view>
```

copy

```
Page({
  data: {
    focus: false,
    inputValue: ''
  },
  bindButtonTap() {
    this.setData({
      focus: true
    })
  },
  bindTextAreaBlur: function(e) {
    console.log(e.detail.value)
  },
  bindFormSubmit: function(e) {
    console.log(e.detail.value.textarea)
  }
})
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_form-component_textarea

view {#view}

Last updated: 2022-07-03

Path: miniprogram_gcash

view

2022-07-03 18:44

View container Equivalent with the div of web or the view of react-native.

Property	Type	Description
Boolean	false	Forbid scroll page within region.
String		Style class to be added upon clicking.
Number		Start the clicking status after a period of holding, in millisecond.
Number		Hold the clicking status after release, in millisecond.
boolean	false	Hide or not.
String		Custom style name.
String		Inline style.
EventHandle		onClick
EventHandle		onTouchStart
EventHandle		onTouchMove
EventHandle		onTouchEnd
EventHandle		onTouchCancel
EventHandle		onLongTap
		Trigger on 500ms-duration pressing. After long-press event, moving does not trigger screen scroll.

Note: The animation generated with my.createAnimation is realized via transition and triggers only onTransitionEnd, but does not trigger onAnimationStart, onAnimationIteration or onAnimationEnd.

Sample Code

copy

```
<view class="post">
  <!-- hidden -->
  <view class="postUser" hidden>
    <view class="postUser__name">Jessie</view>
  </view>
  <!-- hover class -->
  <view class="postBody" hover-class="red">
    <view class="postBody__content">
      Good!
    </view>
    <view class="postBody__date">
      June 1
    </view>
  </view>
</view>
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_view-container_view

view {#view}

Last updated: 2021-05-09

Path: miniprogram_gcash

view

2021-05-09 18:43

View container Equivalent with the div of web or the view of react-native.

Scan QR code to try:

Property	Type	Description
Boolean	false	Forbid scroll page within region.
hover-class	String	Style class to be added upon clicking.
hover-start-time	Number	Start the clicking status after a period of holding, in millisecond.
hover-stay-time	Number	Hold the clicking status after release, in millisecond.
hidden	boolean	Hide or not.
class	String	Custom style name.
style	String	Inline style.
onTap	EventHandle	Click.
onTouchStart	EventHandle	Start of touch action.
onTouchMove	EventHandle	Move after touch.
onTouchEnd	EventHandle	End of touch action.
onTouchCancel	EventHandle	Touch action interrupted, such as incoming call and pop-up.
onLongTap	EventHandle	Trigger on 500ms-duration pressing. After long-press event, moving does not trigger screen scroll.

Note: The animation generated with my.createAnimation is realized via transition and triggers only onTransitionEnd, but does not trigger onAnimationStart, onAnimationIteration or onAnimationEnd.

Sample Code

copy

```
<view class="post">
  <!-- hidden -->
  <view class="postUser" hidden>
    <view class="postUser__name">Jessie</view>
  </view>
  <!-- hover class -->
  <view class="postBody" hover-class="red">
    <view class="postBody__content">
      Good!
    </view>
```

```
<view class="postBody__date">
    June 1
</view>
</view>
</view>
```

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_view-container_view

web-view {#web-view}

Last updated: 2022-07-03

Path: miniprogram_gcash

web-view

2022-07-03 18:44

Webview

| This component does not support personal Mini Program temporarily.

<web-view/> The component is a component that is used to carry H5 webpage and automatically bespreads the whole Mini Program page.

||||| --- | --- | --- | --- || **Property** | **Type** | **Default** | **Description** || src | String | No | H5 webpage URL to be rendered in web-view H5 webpage URL needs login Mini Program management background- In Mini Program details - Setting, configure H5 domain whitelist. || onMessage | EventHandle | No | postMessage message from webpage to Mini Program e.detail = { data }. |

| Each page can have only one . Do not render multiple . It bespreads whole page and overlaps other components.

Sample Code

copy

```
<!-- axml -->
<!-- web-view pointing to google -->
<web-view src="https://google.com/" onMessage="test"></web-view>
```

APIs Available

||||| --- | --- | --- || **API Type** | **Name** | **Description** || Navigation | my.navigateTo | Navigate to another page of the app while keeping current one. || Navigation | my.navigateBack | Close current page and return to one of the pages before. || Navigation

|| my.switchTab | Navigate to a page on tabBar and close any other pages that are not on the tabBar. || Navigation | my.reLaunch | Close all pages and navigate to a page from the app. || Navigation | my.redirectTo | Close current page and navigate to a page from the app. || Image | my.chooseImage | Take a photo or choose one from the album. (The file path of the obtained photo can be sent to the current mini program via my.postMessage(), and then be uploaded if needed.) || Image | my.previewImage | Preview the image. || Location | my.getLocation | Get location information of current user. || Popups | my.alert | Show alert window. || Popups | my.showLoading | Show loading indicator. || Popups | my.hideLoading | Hide loading indicator. || Storage | my.setStorage | Store some data in local storage with a key. Will overwrite if the key already exists. || Storage | my.getStorage | Retrieve stored data. || Storage | my.removeStorage | Delete stored data. || Storage | my.clearStorage | Clear local storage. || Storage | my.getStorageInfo | Get information about local storage asynchronously. || Network | my.getNetworkType | Get information about current network status. || Payment | my.tradePay | Invoke payment procedures. (Don't process payment in H5 environment, and always call this API for payments.) || Message | my.postMessage | Send message to the current mini program, in JSON format. || Message | my.onMessage | Listen to messages from the current mini program. || Environment | my.getEnv | Get information about current environment. |

Demo Code

Code for web-view page for H5.

copy

```
<script type="text/javascript" src="https://appx/web-view.min.js">
</script>
<script>
    my.navigateTo({url: '../get-user-info/get-user-info'});

    // Send message to Mini Program.
    my.postMessage({name:"test web-view"});

    // Did receive message from Mini Program.
    my.onMessage = function(e) {
        console.log(e); // {'sendToWebView': '1'}
    }
    // Check if is run in Mini Program environment
    my.getEnv(function(res) {
        console.log(res.miniprogram) // true
    });
</script>
```

After my.postMessage is called, onMessage will be executed in this mini program page.

copy

```
<!-- .axml -->
<view>
    <web-view id="web-view-1" src="..." onMessage="test"></web-view>
</view>
```

copy

```
// A 'test' method is declared in this page.
// As web-view in page.axml has set 'test' for the call of
'onMessage',
// after my.postMessage is executed in the web-view, test will be
called.
Page({
  onLoad(e){
    this.webViewContext = my.createWebViewContext('web-view-1');
  },
  test(e){
    my.alert({
      content:JSON.stringify(e.detail),
    });
    this.webViewContext.postMessage({'sendToWebView': '1'});
  },
});
```

Source:

https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/component_open_webview

web-view {#web-view}

Last updated: 2021-05-09

Path: miniprogram_gcash

web-view

2021-05-09 18:43

Webview

Scan QR code to try:

| This component does not support personal Mini Program temporarily.

<web-view/> The component is a component that is used to carry H5 webpage and automatically bespreads the whole Mini Program page.

Property	Type	Default	Description
src	String	No	H5 webpage URL to be rendered in web-view H5 webpage URL needs login Mini Program management background- In Mini Program details - Setting, configure H5 domain whitelist.
onMessage	EventHandle	No	postMessage message from webpage to Mini Program e.detail = { data }.

Each page can have only one . Do not render multiple . It bespreads whole page and overlaps other components.

Sample Code

copy

```
<!-- axml -->
<!-- web-view pointing to google -->
<web-view src="https://google.com/" onMessage="test"></web-view>
```

APIs Available

API Type	Name	Description
Navigation	my.navigateTo	Navigate to another page of the app while keeping current one.
Navigation	my.navigateBack	Close current page and return to one of the pages before.
Navigation	my.switchTab	Navigate to a page on tabBar and close any other pages that are not on the tabBar.
Navigation	my.reLaunch	Close all pages and navigate to a page from the app.
Navigation	my.redirectTo	Close current page and navigate to a page from the app.
Image	my.chooseImage	Take a photo or choose one from the album. (The file path of the obtained photo can be sent to the current mini program via my.postMessage(), and then be uploaded if needed.)
Image	my.previewImage	Preview the image.
Location	my.getLocation	Get location information of current user.
Popups	my.alert	Show alert window.
Popups	my.showLoading	Show loading indicator.
Popups	my.hideLoading	Hide loading indicator.
Storage	my.setStorage	Store some data in local storage with a key. Will overwrite if the key already exists.
Storage	my.getStorage	Retrieve stored data.
Storage	my.removeStorage	Delete stored data.
Storage	my.clearStorage	Clear local storage.
Storage	my.getStorageInfo	Get information about local storage asynchronously.
Network	my.getNetworkType	Get information about current network status.
Payment	my.tradePay	Invoke payment procedures. (Don't process payment in H5 environment, and always call this API for payments.)
Message	my.postMessage	Send message to the current mini program, in JSON format.
Message	my.onMessage	Listen to messages from the current mini program.
Environment	my.getEnv	Get information about current environment.

Demo Code

Code for web-view page for H5.

copy

```
<script type="text/javascript" src="https://appx/web-view.min.js">
</script>
<script>
  my.navigateTo({url: '../get-user-info/get-user-info'});
  // Send message to Mini Program.
  my.postMessage({name:"test web-view"});
  // Did receive message from Mini Program.
  my.onMessage = function(e) {
```

```

        console.log(e); // {'sendToWebView': '1'}
    }
    // Check if is run in Mini Program environment
    my.getEnv(function(res) {
        console.log(res.miniprogram) // true
    });
</script>

```

After `my.postMessage` is called, `onMessage` will be executed in this mini program page.

copy

```

<!-- .axml -->
<view>
    <web-view id="web-view-1" src="..." onMessage="test"></web-view>
</view>

```

copy

```

// A 'test' method is declared in this page.
// As web-view in page.axml has set 'test' for the call of
// 'onMessage',
// after my.postMessage is executed in the web-view, test will be
// called.
Page({
    onLoad(e){
        this.webViewContext = my.createWebViewContext('web-view-1');
    },
    test(e){
        my.alert({
            content:JSON.stringify(e.detail),
        });
        this.webViewContext.postMessage({'sendToWebView': '1'});
    },
});

```

九色鹿

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev-old/component_open_web-view

xxpbkg {#xxpbkg}

Path: miniprogram_gcash

404 Not Found

Sorry, the page you visited does not exist.

traceId: 21b85ba617474850310774677eb95e

[Go Back](#)

Source: https://miniprogram.gcash.com/docs/miniprogram_gcash/mpdev/xxpbkg
